

STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE
THREE EMPIRE STATE PLAZA, ALBANY, NY 12223-1350

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November 30, 1999

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Hon. Magalie Roman Salas
Secretary
Federal Communications Commission
The Portals
445 Twelfth Street, S.W.
Washington, D.C. 20554

RE: Ex Parte Written Presentation - CC Docket No. 96-98;
Implementation of the Local Competition Provisions of
the Telecommunications Act of 1996; Bell Atlantic-New
York Section 271 Application

Dear Secretary Salas:

Enclosed is a copy of Bell-Atlantic-New York's October Carrier-to-Carrier Report. Included also is the August and September UNE POTS Provisioning Performance Report; the October Performance Report for UNE Complex Services Ordering; and the October UNE-Platform disaggregated results. These reports were provided to Andrea Kearney in the Common Carrier Bureau via electronic mail on November 26, 29, and 30, 1999.

In accordance with Section 1.1206(b) of the Commission's rules, an original and one copy of this letter are submitted for inclusion in the public record.

Sincerely,

Penny Rubin
Managing Attorney

encs.

cc: Andrea Kearney
Common Carrier Bureau

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From: ""Penny Rubin"" <PBR@dps.state.ny.us>
To: ""william caton"" <wcaton@fcc.gov>
Date: 12/2/99 9:31AM
Subject: Mr. Caton, The November 30 Ex

Mr. Caton, The November 30 Ex Parte Presentation submitted by the New York Public Service Commission does not contain confidential information. Thank you for inquiring.

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines October 1999
Bell Atlantic - New York

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING

Metric #	PREORDERING	Standard	Actual Performance			Observations
			BA	CLEC	Difference	
	PO-1 - Response Time OSS Ordering Interface					
PO-1-01	Customer Service Record - EDI	Parity plus < 4 Seconds	0.08	5.24	5.16	
PO-1-01	Customer Service Record - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-02	Due Date Availability - EDI	Parity plus < 4 Seconds	0.33	3.16	2.83	
PO-1-02	Due Date Availability - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-03	Address Validation - EDI	Parity plus < 4 Seconds	0.90	5.02	4.12	
PO-1-03	Address Validation - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-04	Product & Service Availability - EDI	Parity plus < 4 Seconds	0.14	3.83	3.69	
PO-1-04	Product & Service Availability - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-05	Telephone Number Availability & Reservation - EDI	Parity plus < 4 Seconds	UD	UD		
PO-1-05	Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-06	Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds	UD	UD		
PO-1-06	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-07	Rejected Query - EDI	Parity plus < 4 Seconds	UD	14.68		
PO-1-07	Rejected Query - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-08	% Timeouts - EDI	not > .33%		0.97		
PO-1-08	% Timeouts - CORBA	not > .33%		UD		
PO-1-09	Parsed CSR - EDI	Parity plus < 10 Seconds	0.08	6.69	6.61	
PO-1-09	Parsed CSR - CORBA	Parity plus < 10 Seconds	UD	UD		
	PO-2 - OSS Interface Availability					
PO-2-01	OSS Interf. Avail. - Total - EDI	24 hours x 7 days	97.81			741.25
PO-2-01	OSS Interf. Avail. - Total - Maint. Web GUI (RETAS)	24 hours x 7 days	99.30			2976.00
PO-2-01	OSS Interf. Avail. - Total - Pre-order/Order WEB GUI	24 hours x 7 days	99.30			2976.00
PO-2-02	OSS Interf. Avail. - Prime Time - EDI	>=99.5%	98.72			468.00
PO-2-02	OSS Interf. Avail. - Prime Time - Maint. Web GUI (RETAS)	>=99.5%	98.97			1664.00
PO-2-02	OSS Interf. Avail. - Prime Time - Pre-order/Order WEB GUI	>=99.5%	98.97			1664.00
PO-2-03	OSS Interf. Avail. - Non-Prime - EDI	(12AM - 6AM) Mon - Sat, All Day Sunday & Holidays	98.25			273.25
PO-2-03	OSS Interf. Avail. - Non-Prime - Maint. Web GUI (RETAS)		99.73			1312.00
PO-2-03	OSS Interf. Avail. - Non-Prime - Pre-order/Order WEB GUI		99.73			1312.00
	PO-5 - Average Notification of Interface Outage					
PO-5-01	Average Notice of Interface Outage	<20 minutes	27.90			10
	PO-6 - Software Validation					
PO-6-01	Software Validation	<= 5%	3.00			59
	PO-7 - Software Problem Resolution Timeliness					
PO-7-01	% Software Problem Res. Timeliness	>=95%	NA			
PO-7-02	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround	48 hours	NA			
PO-7-03	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround	10 days	UD			
PO-7-04	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A	48 hours	275.00			1
	Change Notification					
	PO-4 - Timeliness of Change Management Notice					
PO-4-01	% Notices Sent on Time - Emergency Maint.	> = 95% and no delayed notices and documentation over 8 days	100			11
PO-4-01	% Notices Sent on Time - Regulatory		NA			
PO-4-01	% Notices Sent on Time - Industry Standard		NA			
PO-4-01	% Notices Sent on Time - BA Orig.		100			2
PO-4-01	% Notices Sent on Time - TC Orig.		NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	Notification before Implementation	NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time	NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	>=66 days	NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=66 days	NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=66 days	NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	Notification before Implementation	NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time	NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=66 days	NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=66 days	NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=66 days	NA			

continued

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines October 1999
Bell Atlantic - New York

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING continued

Change Confirmation		Standard	CLEC Perf	CLEC Obs
Metric #	PO-4 - Timeliness of Change Management Notice			
PO-4-01	% Notices Sent on Time - Regulatory	> = 95% and no delayed notices and documentation over 8 days	NA	
PO-4-01	% Notices Sent on Time - Ind. Std.		NA	
PO-4-01	% Notices Sent on Time - BA Orig.		100	2
PO-4-01	% Notices Sent on Time - TC Orig.		NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory		NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	If Period not set, default to Ind. Std. Time	NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=45 days	NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=45 days	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=45 days	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=45 days	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=45 days	NA	

TROUBLE REPORTING (OSS)						
MR-1 - Response Time OSS Maintenance Interface			Actual Performance			
MR-1-01	Create Trouble	Parity plus < 4 Seconds	BA	CLEC	Difference	
MR-1-02	Status Trouble		5.64	12.31	6.67	13684
MR-1-03	Modify Trouble		UD	20.11		
MR-1-04	Request Cancellation of Trouble		5.60	7.43	1.83	295
MR-1-05	Trouble Report History (by TN/Circuit)		7.27	11.43	4.16	44
MR-1-06	Test Trouble (POTS Only)		UD	17.14		
		Parity plus < 4 Seconds	66.66	72.65	5.99	24604

BILLING					
BI-1 - Timeliness of Daily Usage Feed					
BI-1-01	% DUF in 3 Business Days	95% in 4 Business Days	98.53	137049848	
BI-1-02	% DUF in 4 Business Days		99.27		
BI-1-03	% DUF in 5 Business Days		99.40		
BI-1-04	% DUF in 8 Business Days		99.54		
BI-2 - Timeliness of Carrier Bill					
BI-2-01	Timeliness of Carrier Bill	98% in 10 Business Days	99.42	684	
BI-3 - Billing Accuracy					
BI-3-01	% Billing Adjustments - Dollars Adjusted	TBD	98.66	99.32	20760786
BI-3-02	% Billing Adjustments - Number of Adjustments	TBD	UD	UD	

OPERATOR SERVICES & DATABASES				
OD-1 - Operator Services - Speed of Answer				
OD-1-01	Average Speed of Answer - Operator Services - NY OSC	Process Parity	1.9	5231801
OD-1-01	Average Speed of Answer - Operator Services - MA OSC	Process Parity	5.2	14482
OD-1-02	Average Speed of Answer - Directory Assistance - NY OSC	Process Parity	3.4	21752164
OD-1-02	Average Speed of Answer - Directory Assistance - MA OSC	Process Parity	4.5	501097

Legend Notations defined on Legend sheet - last page				
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Carrier to Carrier
Performance Standards and Reports
Interim Guidelines October 1999
Bell Atlantic - New York State

CLEC Aggregate Performance
ORDERING - RESALE POTS / SPECIAL SERVICES

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
RESALE Pre-Ordering				
PO-3 - Contact Center Availability				
PO-3-01	Average Speed of Answering - Ordering		26.00	
PO-3-02	% Answered within 30 Seconds - Ordering	80% within 30 Seconds	85.86	8717
PO-3-03	Average Speed of Answering - Repair		25.00	
PO-3-04	% Answered within 30 Seconds - Repair	80% within 30 Seconds	82.80	50507
POTS & Pre-qualified Complex - Electronically Submitted				
OR-1 - Order Confirmation Timeliness				
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow Through)		0.05	
OR-1-02	% On Time LSRC - Flow Through	95% within 2 Hours	99.87	6530
OR-1-03	Average LSRC Time < 10 Lines		18.04	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	84.80	6279
OR-1-05	Average LSRC Time >= 10 Lines		20.30	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	97.98	298
OR-2 - Reject Timeliness				
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow Through)		0.08	
OR-2-02	% On Time LSR Reject - Flow Through	95% within 2 Hours	99.60	1263
OR-2-03	Average LSR Reject Time < 10 Lines		14.73	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	88.97	925
OR-2-05	Average LSR Reject Time >= 10 Lines		31.41	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	85.71	14
Complex Services - Electronically Submitted				
OR-1 - Order Confirmation Timeliness				
OR-1-03	Average LSRC Time < 10 Lines	95% within 72 Hours	UD	
OR-1-04	% On Time LSRC < 10 Lines		UD	
OR-1-05	Average LSRC Time >= 10 Lines		UD	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	UD	
OR-2 - Reject Timeliness - Requiring Loop Qualification				
OR-2-03	Average LSR Reject Time < 10 Lines	95% within 72 Hours	UD	
OR-2-04	% On Time LSR Reject < 10 Lines		UD	
OR-2-05	Average LSR Reject Time >= 10 Lines		UD	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	UD	
POTS / Special Services - Aggregate				
OR-3 - Percent Rejects				
OR-3-01	% Rejects	No Standard	32.58	22412
OR-4 - Timeliness of Completion Notification				
OR-4-01	Completion Notice - Average Response Time		0.00	
OR-4-02	Completion Notice - % On Time	95% by next bus. day at noon	99.98	15230
OR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD	
OR-5 - Percent Flow-Through				
OR-5-01	% Flow Through - Total	No Standard Developed	42.82	15265
OR-5-02	% Flow Through - Simple	No Standard Developed	43.37	15054
OR-5-03	% Flow Through Achieved	95%	UD	
OR-6 - Order Accuracy				
OR-6-01	% Accuracy - Orders	95% Orders without Errors	49.06	371
OR-6-02	% Accuracy - Opportunities	95% Orders without Errors	69.56	6816
OR-6-03	% Accuracy - LSRC	95% Orders without Errors	92.97	185
Special Services - Electronically Submitted				
OR-1 - Order Confirmation Timeliness				
OR-1-03	Average LSRC Time < 10 Lines		22.58	
OR-1-03	Average ASRC Time < 10 Lines DS0		UD	
OR-1-03	Average ASRC Time < 10 Lines DS1		UD	
OR-1-03	Average ASRC Time < 10 Lines DS3		UD	
OR-1-04	% On Time LSRC < 10 Lines	95% within 48 Hours	87.67	146
OR-1-04	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD	
OR-1-04	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD	
OR-1-04	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD	
OR-1-05	Average LSRC Time >= 10 Lines		18.51	
OR-1-05	Average ASRC Time >= 10 Lines DS0		UD	
OR-1-05	Average ASRC Time >= 10 Lines DS1		UD	
OR-1-05	Average ASRC Time >= 10 Lines DS3		UD	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00	5
OR-1-06	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	UD	
OR-1-06	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD	
OR-1-06	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD	
OR-2 - Reject Timeliness				
OR-2-03	Average LSR Reject Time < 10 Lines	95% within 48 Hours	21.36	
OR-2-04	% On Time LSR Reject < 10 Lines		93.33	15
OR-2-05	Average LSR Reject Time >= 10 Lines		NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines October 1999
Bell Atlantic - New York State

CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES

Metric #		Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
POTS - Provisioning - Total									
PR-1 - Average Interval Offered			BA	CLEC Aggregate	BA	All CLECs			
PR-1-04	Average Interval Offered - Dispatch (8-9 Lines)	Parity with BA Retail	4.96	5.33	352	15	5.98	1.58	-0.23
PR-1-05	Average Interval Offered - Dispatch (>= 10 Lines)	Parity with BA Retail	7.20	4.05	378	22	6.41	1.41	2.24
PR-2 - Average Completed Interval									
PR-2-04	Average Interval Completed - Dispatch (8-9 Lines)	Parity with BA Retail	6.48	3.38	262	13	8.77	2.49	1.24
PR-2-05	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with BA Retail	7.89	4.47	283	15	8.22	2.18	1.57
PR-3 - Completed within Specified Days									
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	68.42	48.58	241709	2635		0.91	-21.70
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	84.98	78.25	241709	2635		0.70	-9.60
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	88.49	87.29	241709	2635		0.83	-1.82
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	16.22	7.55	38568	874		1.28	-6.76
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	30.05	18.78	38568	874		1.61	-7.03
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	39.01	36.50	38568	874		1.71	-1.47
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	88.77	83.30	280277	3509		0.54	-10.19
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	96.78	96.81	241709	2635		0.35	0.09
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with BA Retail	62.57	65.56	38568	874		1.70	1.78
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	94.03	92.13	280277	3509		0.40	-4.73
PR-4 - Missed Appointments									
PR-4-02	Average Delay Days - Total	Parity with BA Retail	5.80	5.35	15713	158	7.34	0.59	0.77
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	2.31	1.81					
PR-4-04	% Missed Appointment - Bell Atlantic - Dispatch	Parity with BA Retail	15.27	9.87	99471	1561		0.92	5.85
PR-4-05	% Missed Appointment - Bell Atlantic - No Dispatch	Parity with BA Retail	0.15	0.04	444368	11312		0.04	3.02
PR-4-06	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only		UD					
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment - Bell Atlantic - Facilities	Parity with BA Retail	0.41	0.14	542839	12873		0.06	4.79
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.05	0.00	542839	12873		0.02	2.54
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	542839	12873			
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles reported within 30 Days	Parity with BA Retail	5.34	2.48	484552	27157		0.14	20.77
PR-6-02	% Installation Troubles reported within 7 Days	Parity with BA Retail	3.09	1.09	484552	27157		0.11	18.94
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	5.69	3.06	484552	27157		0.14	18.53
POTS - Business									
PR-1 - Average Interval Offered									
PR-1-01	Average Interval Offered - Total No Dispatch	Parity with BA Retail	1.12	1.64	29697	2717	2.30	0.05	-11.28
PR-1-03	Average Interval Offered - Dispatch (1-5 Lines)	Parity with BA Retail	3.47	4.24	8279	608	2.59	0.11	-7.08
PR-2 - Average Completed Interval									
PR-2-01	Average Interval Completed - Total No Dispatch	Parity with BA Retail	1.08	1.61	28825	2602	2.23	0.05	-11.61
PR-2-03	Average Interval Completed - Dispatch (1-5 Lines)	Parity with BA Retail	4.70	5.16	7095	520	5.11	0.23	-1.98
POTS - Residence									
PR-1 - Average Interval Offered									
PR-1-01	Average Interval Offered - Total No Dispatch	Parity with BA Retail	0.98	1.87	367862	1906	2.04	0.05	-19.00
PR-1-03	Average Interval Offered - Dispatch (1-5 Lines)	Parity with BA Retail	4.52	5.14	36090	406	3.38	0.17	-3.68
PR-2 - Average Completed Interval									
PR-2-01	Average Interval Completed - Total No Dispatch	Parity with BA Retail	0.92	1.82	361771	1861	1.90	0.04	-20.38
PR-2-03	Average Interval Completed - Dispatch (1-5 Lines)	Parity with BA Retail	5.47	5.58	31473	354	4.79	0.26	-0.35
POTS & Complex Aggregate									
PR-1 - Average Interval Offered									
PR-1-10	Average Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	3.13	3.91	120783	2396	7.30	0.15	-5.18
PR-1-11	Average Interval Offered - Disconnects - Dispatch	Parity with BA Retail	2.38	0.00	21	1	2.89	2.96	0.80
PR-2 - Average Completed Interval									
PR-2-10	Average Interval Completed - Disconnects - No Dispatch	Parity with BA Retail	3.12	4.04	120455	2388	7.30	0.15	-6.10
PR-2-11	Average Interval Completed - Disconnects - Dispatch	Parity with BA Retail	2.14	0.00	21	1	2.69	2.75	0.78
Complex Services									
PR-1 - Average Interval Offered									
PR-1-01	Average Interval Offered - Total No Dispatch	Parity with BA Retail	4.18	1.38	1400	48	3.73	0.55	5.11
PR-1-02	Average Interval Offered - Total Dispatch	Parity with BA Retail	6.86	6.25	661	4	3.54	1.78	0.34
PR-2 - Average Completed Interval									
PR-2-01	Average Interval Completed - Total No Dispatch	Parity with BA Retail	4.22	1.35	1336	48	3.81	0.57	5.02
PR-2-02	Average Interval Completed - Total Dispatch	Parity with BA Retail	8.14	3.33	547	3	6.57	3.80	1.26
PR-4 - Missed Appointments									
PR-4-02	Average Delay Days - Total	Parity with BA Retail	11.88	5.00	185	1	14.33	14.37	0.48
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	8.58	5.68					
PR-4-04	% Missed Appointment - Bell Atlantic - Dispatch	Parity with BA Retail	10.44	5.28	1688	19		7.57	0.88
PR-4-05	% Missed Appointment - Bell Atlantic - No Dispatch	Parity with BA Retail	0.47	0.00	1904	69		0.85	0.55
PR-4-06	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only		UD					
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles Reported within 30 Days	Parity with BA Retail	UD	UD					
continued									

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines October 1999
Bell Atlantic - New York State

CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

Special Services - Provisioning		Actual Performance		Number of Observations					
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered									
PR-1-01	Average Interval Offered - Total No Dispatch	Parity with BA Retail	6.57	2.37	2132	79	7.15	0.82	5.13
PR-1-02	Average Interval Offered - Total Dispatch	Parity with BA Retail	8.62	8.65	1301	20	5.42	1.22	1.61
PR-1-06	Average Interval Offered - DS0	Parity with BA Retail	6.34	4.83	381	6	5.53	2.28	0.66
PR-1-07	Average Interval Offered - DS1	Parity with BA Retail	7.53	12.00	1594	4	4.88	2.44	-1.83
PR-1-08	Average Interval Offered - DS3	Parity with BA Retail	11.50	NA	6		9.12		
PR-1-10	Average Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	3.87	3.33	506	6	3.76	1.54	0.35
PR-1-11	Average Interval Offered - Disconnects - Dispatch	Parity with BA Retail	4.50	NA	2		0.71		
PR-2 - Average Completed Interval									
PR-2-01	Average Interval Completed - Total No Dispatch	Parity with BA Retail	6.39	3.14	1992	76	6.80	0.79	4.09
PR-2-02	Average Interval Completed - Total Dispatch	Parity with BA Retail	9.94	8.75	937	12	7.50	2.18	0.55
PR-2-06	Average Interval Completed - DS0	Parity with BA Retail	6.42	3.40	332	5	7.18	3.24	0.93
PR-2-07	Average Interval Completed - DS1	Parity with BA Retail	8.07	10.00	1344	3	8.94	5.17	-0.37
PR-2-08	Average Interval Completed - DS3	Parity with BA Retail	9.25	NA	4		2.38		
PR-2-10	Average Interval Completed - Disconnects - No Dispatch	Parity with BA Retail	3.92	3.33	500	6	4.06	1.67	0.35
PR-2-11	Average Interval Completed - Disconnects - Dispatch	Parity with BA Retail	4.50	NA	2		0.71		
PR-4 - Missed Appointments									
PR-4-01	% Missed Appointment - Bell Atlantic - Total	Parity with BA Retail	13.83	1.42	5552	212		2.59	4.80
PR-4-02	Average Delay Days - Total	Parity with BA Retail	18.38	28.00	154	3	35.98	20.97	-0.46
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	9.75	5.19					
PR-4-08	% Missed Appt. - Customer - Due to Late Order Conf.	None: Analysis Only		UD					
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment - Bell Atlantic - Facilities	Parity with BA Retail	4.09	0.00	5552	212		1.43	2.86
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.00	0.00	6284	212			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	6284	212			
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles reported within 30 Days	Parity with BA Retail	4.11	2.65	6227	793		0.77	1.90
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	1.75	1.39	6227	793		0.49	0.74
Legend Notations defined on Legend sheet - last page									

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CLEC Aggregate Performance
MAINTENANCE - RESALE / SPECIAL SERVICES

POTS / Complex Maintenance		Actual Performance		Number of Observations					
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
MR-2 - Trouble Report Rate									
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	1.38	0.72	10911920	375743		0.02	34.96
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	0.15	0.15	10911920	375743		0.01	-1.02
MR-2-04	% Subsequent Reports	Assessed I/C/W MRAs	22.57	10.93					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.58	0.95	10911920	375743		0.02	30.75
MR-3 - Missed Repair Appointments									
MR-3-01	% Missed Repair Appointment - Loop	Parity with BA Retail	10.96	8.77	150824	2690		0.61	3.60
MR-3-02	% Missed Repair Appointment - Central Office	Parity with BA Retail	5.99	5.37	16067	577		1.02	0.61
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	3.73	3.88	172344	3583		0.32	-0.47
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	25.83	20.90	166891	3267	31.83	0.56	8.77
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	27.37	22.93	150824	2690	32.50	0.63	7.01
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	11.47	11.43	16067	577	19.53	0.83	0.04
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	67.87	72.79	166891	3267		0.83	5.93
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	82.18	77.64	130844	2505		0.78	5.85
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	64.24	58.56	130844	2505		0.98	5.82
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	27.32	25.07	130844	2505		0.91	2.48
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	24.81	20.57	166891	3267		0.77	5.53
Special Services - Maintenance									
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	0.92	3.64	399288	1594		0.24	-11.41
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.08	4.02	399288	1594		0.26	-11.35
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	8.32	9.03	3654	58	35.57	4.71	-0.15
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	94.88	93.10	3654	58		3.03	-0.59
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	58.34	72.41	3584	58		7.15	-1.97
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	4.99	6.90	3584	58		2.99	-0.64
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	23.86	22.41	3654	58		6.09	0.24
Legend Notations defined on Legend sheet - last page									

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CLEC Aggregate Performance
RESALE SPECIAL SERVICES 132

Special Services - Provisional 132										
Metric #		Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score	
			BA	CLEC Aggregate	BA	All CLECs				
PR-1 - Average Interval Offered										
PR-1-01	Average Interval Offered - Total No Dispatch	Parity with BA Retail	6.89	2.71	1939	38	7.25	1.19	3.52	
PR-1-02	Average Interval Offered - Total Dispatch	Parity with BA Retail	8.50	7.58	1194	12	5.12	1.49	0.62	
PR-1-06	Average Interval Offered - DS0	Parity with BA Retail	6.53	5.80	354	5	5.50	2.48	0.38	
PR-1-07	Average Interval Offered - DS1	Parity with BA Retail	7.48	15.67	1582	3	4.85	2.80	-2.92	
PR-1-08	Average Interval Offered - DS3	Parity with BA Retail	11.50	NA	6		9.12			
PR-1-10	Average Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	3.93	2.25	389	4	3.99	2.01	0.84	
PR-1-11	Average Interval Offered - Disconnects - Dispatch	Parity with BA Retail	4.00	NA	1					
PR-2 - Average Completed Interval										
PR-2-01	Average Interval Completed - Total No Dispatch	Parity with BA Retail	6.70	4.36	1808	38	6.85	1.15	2.03	
PR-2-02	Average Interval Completed - Total Dispatch	Parity with BA Retail	9.91	10.50	856	8	7.85	2.79	-0.21	
PR-2-06	Average Interval Completed - DS0	Parity with BA Retail	6.62	4.00	306	4	7.27	3.86	0.72	
PR-2-07	Average Interval Completed - DS1	Parity with BA Retail	8.01	14.50	1334	2	8.91	6.31	-1.03	
PR-2-08	Average Interval Completed - DS3	Parity with BA Retail	9.25	NA	4		2.36			
PR-2-10	Average Interval Completed - Disconnects - No Dispatch	Parity with BA Retail	4.01	2.25	384	4	4.35	2.19	0.81	
PR-2-11	Average Interval Completed - Disconnects - Dispatch	Parity with BA Retail	4.00	NA	1					
PR-4 - Missed Appointments										
PR-4-01	% Missed Appointment - Bell Atlantic - Total	Parity with BA Retail	13.83	1.35	5552	148		3.05	4.09	
PR-4-02	Average Delay Days - Total	Parity with BA Retail	19.36	36.00	133	2	36.78	26.20	-0.64	
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	10.02	4.05						
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only		UD						
PR-5 - Facility Missed Orders										
PR-5-01	% Missed Appointment - Bell Atlantic - Facilities	Parity with BA Retail	4.09	0.00	5552	148		1.70	2.41	
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.00	0.00	5780	148				
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	5780	148				
PR-6 - Installation Quality										
PR-6-01	% Installation Troubles reported within 30 Days	Parity with BA Retail	4.60	5.80	5131	345		1.21	-0.99	
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	2.03	2.61	5131	345		0.80	-0.73	
Special Services - Maintenance 132										
MR-2 - Trouble Report Rate										
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	1.09	4.87	308816	1092		0.31	-11.39	
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.28	5.13	308816	1092		0.34	-11.41	
MR-4 - Trouble Duration Intervals										
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	8.48	8.98	3362	51	37.02	5.22	-0.10	
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	94.82	94.12	3362	51		3.31	-0.15	
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	58.61	74.51	3310	51		7.63	-2.08	
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	5.29	5.88	3310	51		3.29	-0.18	
MR-5 - Repeat Trouble Reports										
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	24.06	21.57	3362	51		6.53	0.38	
Legend Notations defined on Legend sheet - last page										

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CLEC Aggregate Performance
RESALE SPECIAL SERVICES Non-132

Special Services - Provisioning Non-132

Special Services - Maintenance Non-132		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score	
		BA		CLEC Aggregate		BA		All CLECs			
PR-1 - Average Interval Offered		Parity with BA Retail		3.31		2.08		188		40	
Average Interval Offered - Total No Dispatch		Parity with BA Retail		10.16		5.25		105		8	
Average Interval Offered - Total Dispatch		Parity with BA Retail		3.81		1.00		27		1	
Average Interval Offered - DS0		Parity with BA Retail		14.42		1.00		12		1	
Average Interval Offered - DS1		Parity with BA Retail		NA		NA					
Average Interval Offered - DS3		Parity with BA Retail		4.01		5.50		102		2	
Average Interval Offered - Disconnects - No Dispatch		Parity with BA Retail		5.00		NA		1			
Average Interval Offered - Disconnects - Dispatch											
PR-2 - Average Completed Interval		Parity with BA Retail		3.40		2.08		180		39	
Average Interval Completed - Total No Dispatch		Parity with BA Retail		10.03		5.25		78		4	
Average Interval Completed - Total Dispatch		Parity with BA Retail		4.08		1.00		26		1	
Average Interval Completed - DS0		Parity with BA Retail		17.20		1.00		10		1	
Average Interval Completed - DS1		Parity with BA Retail		NA		NA					
Average Interval Completed - DS3		Parity with BA Retail		3.99		5.50		101		2	
Average Interval Completed - Disconnects - No Dispatch		Parity with BA Retail		5.00		NA		1			
Average Interval Completed - Disconnects - Dispatch											
PR-4 - Missed Appointments		Parity with BA Retail		13.83		1.59		5552		63	
% Missed Appointment - Bell Atlantic - Total		Parity with BA Retail		12.19		12.00		21		1	
Average Delay Days - Total		None Analysis Only		6.67		7.94				30.45	
% Missed Appointment - Customer		None Analysis Only				UD				31.17	
% Missed Appt. - Customer - Late Order Conf.										0.01	
PR-5 - Facility Missed Orders		Parity with BA Retail		4.09		0.00		5552		63	
% Missed Appointment - Bell Atlantic - Facilities		Parity with BA Retail		0.00		0.00		495		83	
% Orders Held for Facilities > 15 Days		Parity with BA Retail		0.00		0.00		495		63	
% Orders Held for Facilities > 60 Days										2.57	
PR-6 - Installation Quality		Parity with BA Retail		1.86		0.22		1077		448	
% Installation Troubles reported within 30 Days		None Analysis Only		0.46		0.45		1077		448	
% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE										0.81	
										0.36	
										0.05	
Special Services - Maintenance Non-132											
MR-2 - Trouble Report Rate		Parity with BA Retail		0.32		1.58		90472		443	
Network Trouble Report Rate		None Analysis Only		0.44		1.81		90472		443	
% CPE/TOK/FOK Trouble Report Rate										0.27	
										-4.66	
MR-4 - Trouble Duration Intervals		Parity with BA Retail		6.42		9.45		292		7	
Mean Time To Repair - Total		Parity with BA Retail		97.95		85.71		292		7	
% Cleared (all troubles) within 24 Hours		Parity with BA Retail		55.11		57.14		274		7	
% Out of Service > 4 Hours		Parity with BA Retail		1.46		14.29		274		7	
% Out of Service > 24 Hours										6.73	
										2.57	
										-1.18	
MR-5 - Repeat Trouble Reports		Parity with BA Retail		21.58		28.57		292		7	
% Repeat Reports within 30 Days										21.34	
										-0.33	
Legend Notations defined on Legend sheet - last page											

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CLEC Aggregate Performance
RESALE POTS

Metric #	Provision	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			BA	CLEC Aggregate	BA	All CLECs			
PR-1-04 PR-1-05	PR-1 - Average Interval Offered								
	Average Interval Offered - Dispatch (6-9 Lines)	Parity with BA Retail	4.09	6.17	108	6	3.80	1.51	-1.38
	Average Interval Offered - Dispatch (>= 10 Lines)	Parity with BA Retail	6.71	4.70	182	10	5.44	1.77	1.14
PR-2-04 PR-2-05	PR-2 - Average Completed Interval								
	Average Interval Completed - Dispatch (6-9 Lines)	Parity with BA Retail	5.61	6.80	84	5	9.46	4.35	-0.27
	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with BA Retail	7.14	5.50	146	6	6.54	2.72	0.60
PR-3-01 PR-3-02 PR-3-03 PR-3-04 PR-3-05 PR-3-06 PR-3-07 PR-3-08 PR-3-09 PR-3-10	PR-3 - Completed within 5 Days								
	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	66.95	54.03	14366	422		2.44	-5.29
	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	87.97	80.57	14366	422		1.86	-4.47
	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	92.01	93.36	14366	422		1.37	0.98
	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	21.23	10.71	2190	112		4.63	-2.27
	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	61.69	28.57	2190	112		5.67	-5.84
	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	80.09	54.46	2190	112		4.50	-5.69
	% Completed in 5 Days (1-5 Lines - Total)	Parity with BA Retail	95.00	91.95	16556	534		0.97	-3.14
	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	97.73	99.29	14366	422		0.74	2.11
	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with BA Retail	89.22	78.57	2190	112		3.37	-3.16
	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	97.32	95.89	16556	534		0.71	-2.28
PR-4-02 PR-4-03 PR-4-04 PR-4-05 PR-4-08	PR-4 - Missed Appointments								
	Average Delay Days - Total	Parity with BA Retail	5.50	4.00	662	9	7.41	2.49	0.60
	% Missed Appointment - Customer	None Analysis Only	3.79	3.47					
	% Missed Appointment - Bell Atlantic - Dispatch	Parity with BA Retail	8.18	4.29	7180	210		2.00	1.95
	% Missed Appointment - Bell Atlantic - No Dispatch	Parity with BA Retail	0.25	0.00	30226	1377		0.14	1.85
	% Missed Appt. - Customer - Late Order Conf.	None Analysis Only		UD					
PR-5-01 PR-5-02 PR-5-03	PR-5 - Facility Missed Orders								
	% Missed Appointment - Bell Atlantic - Facilities	Parity with BA Retail	0.21	0.06	37408	1587		0.12	1.30
	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.03	0.00	37408	1587		0.04	0.69
	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	37408	1587			
PR-6-01 PR-6-02 PR-6-03	PR-6 - Installation Quality								
	% Installation Troubles reported within 30 Days	Parity with BA Retail	4.28	2.39	52786	4807		0.31	6.19
	% Installation Troubles reported within 7 Days	Parity with BA Retail	2.38	1.02	52786	4807		0.23	5.95
	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None Analysis Only	6.21	4.51	52786	4807		0.37	4.63
POTS - Business									
PR-1-01 PR-1-03	PR-1 - Average Interval Offered								
	Average Interval Offered - Total No Dispatch - Business	Parity with BA Retail	1.12	1.58	7631	508	1.85	0.08	-5.43
	Average Interval Offered - Dispatch (1-5 Lines) - Business	Parity with BA Retail	2.36	4.15	1084	113	1.81	0.18	-10.00
PR-2-01 PR-2-03	PR-2 - Average Completed Interval								
	Average Interval Completed - Total No Dispatch - Business	Parity with BA Retail	1.09	1.50	7338	482	1.78	0.08	-4.90
	Average Interval Completed - Dispatch (1-5 Lines) - Business	Parity with BA Retail	2.96	4.57	912	88	3.58	0.40	-3.99
POTS - Residence									
PR-1-01 PR-1-03	PR-1 - Average Interval Offered								
	Average Interval Offered - Total No Dispatch - Residence	Parity with BA Retail	0.94	1.56	18403	414	2.34	0.12	-5.33
	Average Interval Offered - Dispatch (1-5 Lines) - Residence	Parity with BA Retail	2.68	3.97	1607	31	2.71	0.49	-2.63
PR-2-01 PR-2-03	PR-2 - Average Completed Interval								
	Average Interval Completed - Total No Dispatch - Residence	Parity with BA Retail	0.89	1.55	18017	402	2.20	0.11	-5.95
	Average Interval Completed - Dispatch (1-5 Lines) - Residence	Parity with BA Retail	3.05	4.12	1278	26	3.38	0.67	-1.80
POTS - Complex Aggregate									
PR-1-10 PR-1-11	PR-1 - Average Interval Offered								
	Average Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	5.04	3.25	8202	418	11.79	0.59	3.03
	Average Interval Offered - Disconnects - Dispatch	Parity with BA Retail	1.00	NA	3		1.73		
PR-2-10 PR-2-11	PR-2 - Average Completed Interval								
	Average Interval Completed - Disconnects - No Dispatch	Parity with BA Retail	5.12	3.60	8202	417	12.12	0.61	2.50
	Average Interval Completed - Disconnects - Dispatch	Parity with BA Retail	1.00	NA	3		1.73		
POTS - Complex Services									
PR-1-01 PR-1-02	PR-1 - Average Interval Offered								
	Average Interval Offered - Total No Dispatch	Parity with BA Retail	4.34	1.38	734	26	3.60	0.72	4.12
	Average Interval Offered - Total Dispatch	Parity with BA Retail	6.76	11.50	309	2	3.25	2.31	-2.06
PR-2-01 PR-2-02	PR-2 - Average Completed Interval								
	Average Interval Completed - Total No Dispatch	Parity with BA Retail	4.38	1.33	703	24	3.78	0.78	3.89
	Average Interval Completed - Total Dispatch	Parity with BA Retail	6.99	8.00	246	1	2.96	2.97	-0.34
PR-4-02 PR-4-03 PR-4-04 PR-4-05 PR-4-08	PR-4 - Missed Appointments								
	Average Delay Days - Total	Parity with BA Retail	10.43	NA	21		11.16		
	% Missed Appointment - Customer	None Analysis Only	8.19	5.13					
	% Missed Appointment - Bell Atlantic - Dispatch	Parity with BA Retail	2.64	0.00	720	8		6.03	0.44
	% Missed Appointment - Bell Atlantic - No Dispatch	Parity with BA Retail	0.20	0.00	977	31		0.82	0.24
	% Missed Appt. - Customer - Due to Late Order Confirmation	None Analysis Only		UD					
PR-6-01	PR-6 - Installation Quality								
	% Installation Troubles Reported within 30 Days	Parity with BA Retail	UD	UD					

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**CLEC Aggregate Performance
RESALE POTS continued**

POTS / Complex - Maintenance		Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score	
Metric#		BA	CLEC Aggregate	BA	All CLECs				
MR-2 - Trouble Report Rate									
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	0.82	0.51	1440622	87700	0.03	9.95	
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	0.20	0.19	1440622	87700	0.02	0.90	
MR-2-04	% Subsequent Reports	I/C/W MRAs	23.33	8.64					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.44	1.08	1440622	87700	0.04	8.96	
MR-3 - Missed Repair Appointments									
MR-3-01	% Missed Repair Appointment - Loop	Parity with BA Retail	10.10	7.11	11752	450	1.50	2.00	
MR-3-02	% Missed Repair Appointment - Central Office	Parity with BA Retail	6.82	6.13	2873	163	2.20	0.31	
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	5.69	4.96	20784	948	0.78	0.94	
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	22.10	19.03	14825	613	31.53	1.30	2.36
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	24.48	21.67	11752	450	33.23	1.60	1.76
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	12.33	11.78	2873	163	20.68	1.67	0.33
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	73.74	76.84	14825	613		1.91	1.62
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	80.00	80.16	12483	499		1.92	-0.08
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	55.92	51.30	12483	499		2.42	1.91
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	26.28	23.45	12483	499		2.13	1.33
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	25.13	26.26	14825	613	1.88	-0.60	
Legend Notations defined on Legend sheet - last page									

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CLEC Aggregate Performance
RESALE POTS

Provisioning		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score	
Metric #		BA	CLEC Aggregate	BA	All CLECs						
PR-1 - Average Interval Offered											
PR-1-04	Average Interval Offered - Dispatch (6-9 Lines)	Parity with BA Retail	3.97	1.67	88	3	3.00	1.76	1.31		
PR-1-05	Average Interval Offered - Dispatch (>= 10 Lines)	Parity with BA Retail	5.42	8.33	57	3	5.20	3.08	-0.94		
PR-2 - Average Completed Interval											
PR-2-04	Average Interval Completed - Dispatch (6-9 Lines)	Parity with BA Retail	7.39	1.67	66	3	8.63	5.09	1.12		
PR-2-05	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with BA Retail	8.98	7.00	43	3	12.76	7.62	0.26		
PR-3 - Completed within 6 Days											
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	71.11	52.31	104531	585		1.89	-9.93		
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	85.96	79.83	104531	585		1.45	-4.23		
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	88.85	87.35	104531	585		1.31	-1.14		
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	20.71	11.24	14328	178		3.15	-3.00		
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	35.41	23.03	14328	178		3.74	-3.31		
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	42.43	39.33	14328	178		3.87	-0.80		
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	89.30	85.19	118859	763		1.13	-3.65		
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	96.45	98.97	104531	585		0.77	3.28		
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with BA Retail	55.00	61.24	14328	178		3.90	1.60		
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	93.61	92.14	118859	763		0.89	-1.65		
PR-4 - Missed Appointments											
PR-4-02	Average Delay Days - Total	Parity with BA Retail	5.48	7.91	5608	35	7.10	1.20	-2.02		
PR-4-03	% Missed Appointment - Customer	None - Analysis Only	2.60	1.30							
PR-4-04	% Missed Appointment - Bell Atlantic - Dispatch	Parity with BA Retail	12.32	9.55	43928	335		1.82	1.52		
PR-4-05	% Missed Appointment - Bell Atlantic - No Dispatch	Parity with BA Retail	0.10	0.10	202382	2987		0.06	0		
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None - Analysis Only	UD	UD							
PR-5 - Facility Missed Orders											
PR-5-01	% Missed Appointment - Bell Atlantic - Facilities	Parity with BA Retail	0.10	0.00	246311	3302		0.08	1.82		
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.02	0.00	246311	3302		0.02	0.81		
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	246311	3302					
PR-6 - Installation Quality											
PR-6-01	% Installation Troubles reported within 30 Days	Parity with BA Retail	5.86	3.01	194120	4524		0.35	8.10		
PR-6-02	% Installation Troubles reported within 7 Days	Parity with BA Retail	3.50	1.55	194120	4524		0.27	7.09		
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOMTOK/CPE	None - Analysis Only	6.80	4.55	194120	4524		0.37	5.50		
POTS - Business											
PR-1 - Average Interval Offered											
PR-1-01	Average Interval Offered - Total No Dispatch - Business	Parity with BA Retail	1.04	1.85	8182	312	2.32	0.13	-6.05		
PR-1-03	Average Interval Offered - Dispatch (1-5 Lines) - Business	Parity with BA Retail	2.27	3.49	2140	90	2.12	0.23	-5.35		
PR-2 - Average Completed Interval											
PR-2-01	Average Interval Completed - Total No Dispatch - Business	Parity with BA Retail	1.01	1.78	7959	297	2.29	0.14	-5.69		
PR-2-03	Average Interval Completed - Dispatch (1-5 Lines) - Business	Parity with BA Retail	3.48	5.04	1783	78	4.77	0.55	-2.83		
POTS - Residence											
PR-1 - Average Interval Offered											
PR-1-01	Average Interval Offered - Total No Dispatch - Residence	Parity with BA Retail	0.89	1.64	174434	748	1.92	0.07	-10.68		
PR-1-03	Average Interval Offered - Dispatch (1-5 Lines) - Residence	Parity with BA Retail	4.64	5.59	14919	117	3.44	0.32	-2.98		
PR-2 - Average Completed Interval											
PR-2-01	Average Interval Completed - Total No Dispatch - Residence	Parity with BA Retail	0.82	1.58	171287	734	1.75	0.08	-11.74		
PR-2-03	Average Interval Completed - Dispatch (1-5 Lines) - Residence	Parity with BA Retail	5.34	6.40	12545	100	4.43	0.44	-2.38		
POTS - Complex Aggregate											
PR-1 - Average Interval Offered											
PR-1-10	Average Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	2.67	4.84	49356	1178	6.83	0.20	-10.62		
PR-1-11	Average Interval Offered - Disconnects - Dispatch	Parity with BA Retail	3.71	NA	7		3.77				
PR-2 - Average Completed Interval											
PR-2-10	Average Interval Completed - Disconnects - No Dispatch	Parity with BA Retail	2.66	4.86	49233	1174	6.96	0.21	-10.70		
PR-2-11	Average Interval Completed - Disconnects - Dispatch	Parity with BA Retail	3.00	NA	7		3.51				
POTS - Complex Services											
PR-1 - Average Interval Offered											
PR-1-01	Average Interval Offered - Total No Dispatch	Parity with BA Retail	4.92	1.67	487	3	3.99	2.31	1.41		
PR-1-02	Average Interval Offered - Total Dispatch	Parity with BA Retail	7.54	NA	232		3.99				
PR-2 - Average Completed Interval											
PR-2-01	Average Interval Completed - Total No Dispatch	Parity with BA Retail	5.00	1.67	483	3	3.95	2.29	1.48		
PR-2-02	Average Interval Completed - Total Dispatch	Parity with BA Retail	8.04	NA	190		4.01				
PR-4 - Missed Appointments											
PR-4-02	Average Delay Days - Total	Parity with BA Retail	8.41	NA	68		12.18				
PR-4-03	% Missed Appointment - Customer	None - Analysis Only	8.67	0.00							
PR-4-04	% Missed Appointment - Bell Atlantic - Dispatch	Parity with BA Retail	13.97	0.00	451	3		22.68	0.82		
PR-4-05	% Missed Appointment - Bell Atlantic - No Dispatch	Parity with BA Retail	0.79	0.00	633	4		4.55	0.17		
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None - Analysis Only	UD	UD							
PR-6 - Installation Quality											
PR-6-01	% Installation Troubles Reported within 30 Days	Parity with BA Retail	UD	UD							
continued											

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CLEC Aggregate Performance
RESALE POTS continued

POTS / Complex - Maintenance		Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score	
Metric #	Standard	BA	CLEC Aggregate	BA	All CLECs				
MR-2 - Trouble Report Rate									
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	1.48	1.01	3890251	79718	0.04	10.89	
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	0.14	0.14	3890251	79718	0.01	-0.26	
MR-2-04	% Subsequent Reports	I/C/W MRAs	23.66	9.51					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.89	1.30	3890251	79718	0.05	12.23	
MR-3 - Missed Repair Appointments									
MR-3-01	% Missed Repair Appointment - Loop	Parity with BA Retail	11.75	10.77	57572	808	1.15	0.85	
MR-3-02	% Missed Repair Appointment - Central Office	Parity with BA Retail	6.02	8.70	5482	115	2.32	-1.15	
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	3.28	2.90	73462	1035	0.58	0.68	
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	25.28	20.28	63054	923	30.85	1.02	4.92
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	26.60	21.85	57572	808	31.13	1.10	4.31
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	11.33	9.23	5482	115	20.47	1.93	1.09
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	69.34	73.67	63054	923	1.55	2.79	
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	81.70	74.63	51624	749	1.44	4.90	
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	65.98	59.41	51624	749	1.77	3.70	
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	27.69	24.30	51624	749	1.67	2.03	
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	25.03	24.70	63054	923	1.48	0.23	
Legend Notations defined on Legend sheet - last page									

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CLEC Aggregate Performance
RESALE POTS

Metric #	Provisioning	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			BA	CLEC Aggregate	BA	All CLECs			
PR-1-04	PR-1 - Average Interval Offered	Parity with BA Retail	5.65	16.50	63	2	8.30	5.96	-1.82
PR-1-05	Average Interval Offered - Dispatch (6-9 Lines)	Parity with BA Retail	9.56	1.67	62	3	9.40	5.56	1.42
	Average Interval Offered - Dispatch (>= 10 Lines)								
PR-2-04	PR-2 - Average Completed Interval	Parity with BA Retail	4.54	0.00	37	1	4.41	4.47	1.02
PR-2-05	Average Interval Completed - Dispatch (6-9 Lines)	Parity with BA Retail	8.00	1.67	36	3	5.06	3.05	2.07
	Average Interval Completed - Dispatch (>= 10 Lines)								
PR-3-01	PR-3 - Completed within 5 Days	Parity with BA Retail	70.20	48.49	52906	497		2.09	-10.38
PR-3-02	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	86.73	80.28	52906	497		1.54	-4.18
PR-3-03	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	89.89	85.31	52906	497		1.37	-3.34
PR-3-04	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	9.64	4.09	12764	171		2.33	-2.39
PR-3-05	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	15.05	8.19	12764	171		2.83	-2.42
PR-3-06	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	21.11	17.54	12764	171		3.25	-1.10
PR-3-07	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	83.58	78.14	65670	668		1.45	-3.74
PR-3-08	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	97.19	97.59	52906	497		0.75	0.54
PR-3-09	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	60.51	54.39	12764	171		3.93	-1.56
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	92.26	90.27	65670	668		1.04	-1.90
PR-4-02	PR-4 - Missed Appointments	Parity with BA Retail	6.42	4.09	5514	43	7.57	1.16	2.01
PR-4-03	Average Delay Days - Total	None: Analysis Only	2.27	2.02					
PR-4-04	% Missed Appointment - Customer	Parity with BA Retail	20.17	14.95	26778	281		2.45	2.13
PR-4-05	% Missed Appointment - Bell Atlantic - Dispatch	Parity with BA Retail	0.12	0.05	97905	2101		0.08	0.93
PR-4-08	% Missed Appointment - Bell Atlantic - No Dispatch	None: Analysis Only		UD					
	% Missed Appt. - Customer - Late Order Conf.								
PR-5-01	PR-5 - Facility Missed Orders	Parity with BA Retail	1.10	0.25	124683	2382		0.21	3.96
PR-5-02	% Missed Appointment - Bell Atlantic - Facilities	Parity with BA Retail	0.10	0.00	124683	2382		0.06	1.54
PR-5-03	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.00	0.00	124683	2382			
	% Orders Held for Facilities > 60 Days								
PR-6-01	PR-6 - Installation Quality	Parity with BA Retail	6.09	2.57	112541	5302		0.33	10.57
PR-6-02	% Installation Troubles reported within 30 Days	Parity with BA Retail	3.36	1.34	112541	5302		0.25	8.06
PR-6-03	% Installation Troubles reported within 7 Days	None: Analysis Only	5.87	3.21	112541	5302		0.33	8.12
	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE								
POTS - Business									
PR-1-01	PR-1 - Average Interval Offered	Parity with BA Retail	1.12	1.80	6796	561	2.88	0.13	-5.37
PR-1-03	Average Interval Offered - Total No Dispatch - Business	Parity with BA Retail	4.79	5.31	2715	142	2.35	0.20	-2.57
	Average Interval Offered - Dispatch (1-5 Lines) - Business								
PR-2-01	PR-2 - Average Completed Interval	Parity with BA Retail	1.10	1.81	6630	547	2.92	0.13	-5.47
PR-2-03	Average Interval Completed - Total No Dispatch - Business	Parity with BA Retail	6.66	6.54	2339	123	5.83	0.54	0.26
	Average Interval Completed - Dispatch (1-5 Lines) - Business								
POTS - Residence									
PR-1-01	PR-1 - Average Interval Offered	Parity with BA Retail	0.93	1.80	81577	285	2.08	0.12	-7.05
PR-1-03	Average Interval Offered - Total No Dispatch - Residence	Parity with BA Retail	5.12	5.56	11716	55	3.41	0.46	-0.95
	Average Interval Offered - Dispatch (1-5 Lines) - Residence								
PR-2-01	PR-2 - Average Completed Interval	Parity with BA Retail	0.87	1.78	80227	279	1.96	0.12	-7.74
PR-2-03	Average Interval Completed - Total No Dispatch - Residence	Parity with BA Retail	6.38	5.94	10425	48	5.17	0.75	0.59
	Average Interval Completed - Dispatch (1-5 Lines) - Residence								
POTS & Complex Aggregate									
PR-1-10	PR-1 - Average Interval Offered	Parity with BA Retail	3.66	2.09	26539	266	8.38	0.52	3.05
PR-1-11	Average Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	3.00	NA	4		2.94		
	Average Interval Offered - Disconnects - Dispatch								
PR-2-10	PR-2 - Average Completed Interval	Parity with BA Retail	3.64	2.27	26477	266	8.29	0.51	2.68
PR-2-11	Average Interval Completed - Disconnects - No Dispatch	Parity with BA Retail	3.00	NA	4		2.94		
	Average Interval Completed - Disconnects - Dispatch								
POTS - Complex Services									
PR-1-01	PR-1 - Average Interval Offered	Parity with BA Retail	1.49	1.47	112	15	1.97	0.54	0.04
PR-1-02	Average Interval Offered - Total No Dispatch	Parity with BA Retail	5.54	1.00	79	2	2.87	2.05	2.21
	Average Interval Offered - Total Dispatch								
PR-2-01	PR-2 - Average Completed Interval	Parity with BA Retail	1.36	1.47	106	15	1.71	0.47	-0.23
PR-2-02	Average Interval Completed - Total No Dispatch	Parity with BA Retail	11.44	1.00	70	2	13.18	9.45	1.10
	Average Interval Completed - Total Dispatch								
PR-4-02	PR-4 - Missed Appointments	Parity with BA Retail	14.25	5.00	72	1	15.60	15.71	0.59
PR-4-03	Average Delay Days - Total	None: Analysis Only	10.55	7.41					
PR-4-04	% Missed Appointment - Customer	Parity with BA Retail	20.76	25.00	342	4		25.09	-0.17
PR-4-05	% Missed Appointment - Bell Atlantic - Dispatch	Parity with BA Retail	0.48	0.00	208	23		1.87	0.29
PR-4-08	% Missed Appointment - Bell Atlantic - No Dispatch	None: Analysis Only		UD					
	% Missed Appt. - Customer - Late Order Conf.								
PR-6-01	PR-6 - Installation Quality	Parity with BA Retail	UD	UD					
	% Installation Troubles Reported within 30 Days								
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CLEC Aggregate Performance
RESALE POTS continued

POTS (Complete Maintenance)

Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
MR-2 - Trouble Report Rate									
MR-2-02	Network Trouble Report Rate – Loop	Parity with BA Retail	1.65	0.87	2878562	82798		0.04	17.58
MR-2-03	Network Trouble Report Rate – Central Office	Parity with BA Retail	0.17	0.17	2878562	82798		0.01	-0.47
MR-2-04	% Subsequent Reports	I/CAW MRAs	23.89	6.78					
MR-2-05	% CPE/TOX/FOK Trouble Report Rate	None: Analysis Only	1.65	1.00	2878562	82798		0.04	14.57
MR-3 - Missed Repair Appointments									
MR-3-01	% Missed Repair Appointment – Loop	Parity with BA Retail	11.56	8.31	47551	722		1.21	2.68
MR-3-02	% Missed Repair Appointment – Central Office	Parity with BA Retail	5.19	3.47	4813	144		1.95	0.88
MR-3-03	% CPE/TOX/FOK Missed Appointment	None: Analysis Only	3.81	4.57	47528	832		0.67	-1.13
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair – Total	Parity with BA Retail	28.03	23.63	52364	866	33.07	1.13	3.88
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with BA Retail	29.77	25.92	47551	722	33.70	1.26	3.05
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with BA Retail	10.93	12.13	4813	144	19.00	1.61	-0.75
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	64.45	67.67	52364	866		1.67	1.93
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	82.36	79.31	39223	638		1.55	1.97
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	64.66	63.95	39223	638		1.95	0.38
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	28.82	30.09	39223	638		1.85	-0.69
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	25.94	20.09	52364	866		1.53	3.83
Legend Notations defined on Legend sheet - last page									

Legend Notations defined on Legend sheet - last page

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CLEC Aggregate Performance
RESALE POTS

Provisioning		Standard		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score	
Metric #				BA	CLEC Aggregate	BA	All CLECs						
PR-1 - Average Interval Offered													
PR-1-04	Average Interval Offered - Dispatch (6-9 Lines)	Parity with BA Retail		6.61	1.25	88	4	8.05	4.12	1.30			
PR-1-05	Average Interval Offered - Dispatch (>= 10 Lines)	Parity with BA Retail		7.91	2.00	86	6	6.15	2.62	2.25			
PR-2 - Average Completed Interval													
PR-2-04	Average Interval Completed - Dispatch (6-9 Lines)	Parity with BA Retail		7.93	1.25	71	4	9.72	5.00	1.34			
PR-2-05	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with BA Retail		9.35	2.67	51	3	9.81	5.83	1.15			
PR-3 - Completed within 5 Days													
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail		63.92	44.46	68293	1120		1.47	-13.25			
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail		81.53	75.54	68293	1120		1.18	-5.07			
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail		86.04	85.80	68293	1120		1.05	-0.23			
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail		17.55	5.94	8904	404		2.06	-5.65			
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail		34.89	18.32	8904	404		2.83	-6.31			
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail		48.26	37.87	8904	404		2.77	-3.76			
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail		91.00	81.63	77197	1524		0.74	-12.60			
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail		96.75	94.38	68293	1120		0.53	-4.43			
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with BA Retail		70.88	68.58	8904	404		2.50	-0.85			
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail		95.47	91.80	77197	1524		0.54	-6.82			
PR-4 - Missed Appointments													
PR-4-02	Average Delay Days - Total	Parity with BA Retail		5.46	4.97	3758	70	7.37	0.89	0.55			
PR-4-03	% Missed Appointment - Customer	None: Analysis Only		1.31	1.56								
PR-4-04	% Missed Appointment - Bell Atlantic - Dispatch	Parity with BA Retail		17.74	9.78	19544	716		1.50	5.30			
PR-4-05	% Missed Appointment - Bell Atlantic - No Dispatch	Parity with BA Retail		0.26	0.00	111067	4790		0.07	3.52			
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only		UD	UD								
PR-5 - Facility Missed Orders													
PR-5-01	% Missed Appointment - Bell Atlantic - Facilities	Parity with BA Retail		0.39	0.20	130611	5506		0.08	2.25			
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail		0.05	0.00	130611	5506		0.03	1.66			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail		0.00	0.00	130611	5506						
PR-6 - Installation Quality													
PR-6-01	% Installation Troubles reported within 30 Days	Parity with BA Retail		4.46	2.32	120553	12587		0.19	11.41			
PR-6-02	% Installation Troubles reported within 7 Days	Parity with BA Retail		2.62	0.86	120553	12587		0.14	12.19			
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only		4.03	1.97	120553	12587		0.18	11.56			
POTS - Business													
PR-1 - Average Interval Offered													
PR-1-01	Average Interval Offered - Total No Dispatch - Business	Parity with BA Retail		1.17	1.59	6309	1295	1.92	0.06	-7.17			
PR-1-03	Average Interval Offered - Dispatch (1-5 Lines) - Business	Parity with BA Retail		3.57	3.98	2235	257	2.82	0.19	-2.21			
PR-2 - Average Completed Interval													
PR-2-01	Average Interval Completed - Total No Dispatch - Business	Parity with BA Retail		1.12	1.56	6150	1235	1.76	0.05	-8.02			
PR-2-03	Average Interval Completed - Dispatch (1-5 Lines) - Business	Parity with BA Retail		4.28	4.70	1969	227	4.35	0.30	-1.38			
POTS - Residence													
PR-1 - Average Interval Offered													
PR-1-01	Average Interval Offered - Total No Dispatch - Residence	Parity with BA Retail		1.19	2.60	91704	457	2.13	0.10	-14.12			
PR-1-03	Average Interval Offered - Dispatch (1-5 Lines) - Residence	Parity with BA Retail		3.76	4.93	7483	200	3.05	0.22	-5.35			
PR-2 - Average Completed Interval													
PR-2-01	Average Interval Completed - Total No Dispatch - Residence	Parity with BA Retail		1.15	2.50	90533	444	2.01	0.10	-14.12			
PR-2-03	Average Interval Completed - Dispatch (1-5 Lines) - Residence	Parity with BA Retail		4.79	5.22	6935	177	4.78	0.36	-1.18			
POTS - Complex Aggregate													
PR-1 - Average Interval Offered													
PR-1-10	Average Interval Offered - Disconnects - No Dispatch	Parity with BA Retail		2.95	3.35	36180	511	5.28	0.24	-1.70			
PR-1-11	Average Interval Offered - Disconnects - Dispatch	Parity with BA Retail		1.29	0.00	7	1	1.89	2.02	0.64			
PR-2 - Average Completed Interval													
PR-2-10	Average Interval Completed - Disconnects - No Dispatch	Parity with BA Retail		2.92	3.54	36180	509	5.15	0.23	-2.70			
PR-2-11	Average Interval Completed - Disconnects - Dispatch	Parity with BA Retail		1.29	0.00	7	1	1.89	2.02	0.64			
POTS - Complex Services													
PR-1 - Average Interval Offered													
PR-1-01	Average Interval Offered - Total No Dispatch	Parity with BA Retail		1.46	0.75	65	4	1.62	0.83	0.85			
PR-1-02	Average Interval Offered - Total Dispatch	Parity with BA Retail		6.23	NA	39		3.46					
PR-2 - Average Completed Interval													
PR-2-01	Average Interval Completed - Total No Dispatch	Parity with BA Retail		1.47	0.75	62	4	1.64	0.85	0.85			
PR-2-02	Average Interval Completed - Total Dispatch	Parity with BA Retail		9.98	NA	40		11.55					
PR-4 - Missed Appointments													
PR-4-02	Average Delay Days - Total	Parity with BA Retail		15.83	NA	24		16.72					
PR-4-03	% Missed Appointment - Customer	None: Analysis Only		6.37	6.67								
PR-4-04	% Missed Appointment - Bell Atlantic - Dispatch	Parity with BA Retail		13.77	0.00	187	4		24.34	0.57			
PR-4-05	% Missed Appointment - Bell Atlantic - No Dispatch	Parity with BA Retail		1.19	0.00	84	11		4.67	0.25			
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only		UD	UD								
PR-6 - Installation Quality													
PR-6-01	% Installation Troubles Reported within 30 Days	Parity with BA Retail		UD	UD								
continued													

continued

Carrier to Carrier
Performance Standards and Reports
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Bell Atlantic - North

CLEC Aggregate Performance
RESALE POTS continued

POTS / Complex - Maintenance		Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score	
Metric#		BA	CLEC Aggregate	BA	All CLECs				
MR-2 - Trouble Report Rate									
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	1.28	0.57	2702485	123813	0.03	21.54	
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	0.11	0.13	2702485	123813	0.01	-1.92	
MR-2-04	% Subsequent Reports	I/C/W MRAs	18.55	17.46					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.13	0.62	2702485	123813	0.03	16.98	
MR-3 - Missed Repair Appointments									
MR-3-01	% Missed Repair Appointment - Loop	Parity with BA Retail	9.06	8.03	33949	710	1.10	0.94	
MR-3-02	% Missed Repair Appointment - Central Office	Parity with BA Retail	6.45	3.87	2899	155	2.18	1.18	
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	3.37	3.13	30570	768	0.66	0.36	
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	25.13	20.13	36848	865	31.88	1.10	4.56
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	26.27	21.90	33949	710	32.58	1.24	3.53
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	11.75	12.05	2899	155	17.28	1.42	-0.21
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	67.89	74.10	36848	865		1.65	3.77
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	83.83	77.54	27514	619		1.53	4.11
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	64.14	57.84	27514	619		2.01	3.13
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	24.98	22.13	27514	619		1.81	1.58
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	22.70	12.60	36848	865		1.47	6.88
Legend Notations defined on Legend sheet - last page									

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
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Bell Atlantic - New York State

CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

UNE Pre-ordering			Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
Metric #	PO-3 - Contact Center Availability				
PO-3-01	Average Speed of Answering - Ordering			34.00	
PO-3-02	% Answered within 30 Seconds - Ordering	80% within 30 Seconds		85.30	11269
PO-3-03	Average Speed of Answering - Repair			25.00	
PO-3-04	% Answered within 30 Seconds - Repair	80% within 30 Seconds		82.80	50507
POTS/Pre-qualified Complex - Electronically Submitted					
	OR-1 - Order Confirmation Timeliness				
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)			0.43	
OR-1-02	% On Time LSRC - Flow Through	95% within 2 Hours		93.49	48614
OR-1-03	Average LSRC Time < 10 Lines			16.56	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 24 Hours		88.27	30291
OR-1-05	Average LSRC Time >= 10 Lines			48.25	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours		85.26	190
	OR-2 - Reject Timeliness				
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)			0.36	
OR-2-02	% On Time LSR Reject - Flow Through	95% within 2 Hours		90.43	4487
OR-2-03	Average LSR Reject Time < 10 Lines			14.37	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours		90.25	4513
OR-2-05	Average LSR Reject Time >= 10 Lines			30.34	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours		87.37	103
Complex Services - Electronically Submitted					
	OR-1 - Order Confirmation Timeliness				
OR-1-03	Average LSRC Time < 10 Lines			UD	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours		UD	
OR-1-05	Average LSRC Time >= 10 Lines			UD	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours		UD	
	OR-2 - Reject Timeliness				
OR-2-03	Average LSR Reject Time < 10 Lines			UD	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours		UD	
OR-2-05	Average LSR Reject Time >= 10 Lines			UD	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours		UD	
POTS / Special Services - Aggregate					
	OR-3 - Percent Rejects				
OR-3-01	% Rejects	No Standard		27.05	132637
	OR-4 - Timeliness of Completion Notification				
OR-4-01	Completion Notice - Average Response Time			0.00	
OR-4-02	Completion Notice - % On Time	95% by noon next bus. day		99.99	79106
OR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon		UD	
	OR-5 - Percent Flow-Through				
OR-5-01	% Flow Through - Total	No Standard Developed		60.32	80588
OR-5-02	% Flow Through - Simple	No Standard Developed		61.46	79095
OR-5-03	% Flow Through Achieved	95%		UD	
	OR-6 - Order Accuracy				
OR-6-01	% Accuracy - Orders	95% orders without errors		50.92	703
OR-6-02	% Accuracy - Opportunities	95% orders without errors		92.64	8494
OR-6-03	% Accuracy - LSRC	95% orders without errors		95.35	666

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CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

Special Services - Electronically Submitted

Metric #

OR-1-03
OR-1-03
OR-1-03
OR-1-03
OR-1-04
OR-1-04
OR-1-04
OR-1-04
OR-1-05
OR-1-05
OR-1-05
OR-1-05
OR-1-06
OR-1-06
OR-1-06
OR-1-06

OR-1 - Order Confirmation Timeliness

Average LSRC Time < 10 Lines
Average ASRC Time < 10 Lines DS0
Average ASRC Time < 10 Lines DS1
Average ASRC Time < 10 Lines DS3
% On Time LSRC < 10 Lines
% On Time ASRC < 10 Lines DS0
% On Time ASRC < 10 Lines DS1
% On Time ASRC < 10 Lines DS3
Average LSRC Time >= 10 Lines
Average ASRC Time >= 10 Lines DS0
Average ASRC Time >= 10 Lines DS1
Average ASRC Time >= 10 Lines DS3
% On Time LSRC >= 10 Lines
% On Time ASRC >= 10 Lines DS0
% On Time ASRC >= 10 Lines DS1
% On Time ASRC >= 10 Lines DS3

Standard

CLEC Aggregate
Performance

CLEC Aggregate
Observations

95% within 48 Hours
95% within 48 Hours
95% within 48 Hours
95% within 48 Hours
95% within 72 Hours
95% within 72 Hours
95% within 72 Hours
95% within 72 Hours

37.51	
UD	
UD	
UD	
68.75	64
UD	
UD	
11.41	
UD	
UD	
UD	
100.00	8
UD	
UD	
UD	

OR-2 - Reject Timeliness

OR-2-03
OR-2-04
OR-2-05
OR-2-06

Average LSR Reject Time < 10 Lines
% On Time LSR Reject < 10 Lines
Average LSR Reject Time >= 10 Lines
% On Time LSR Reject >= 10 Lines

95% within 48 Hours
95% within 72 Hours

40.84	
75.00	12
NA	
NA	

Special Services - FAX/MAIL Submitted

OR-1-07
OR-1-07
OR-1-07
OR-1-07
OR-1-08
OR-1-08
OR-1-08
OR-1-08
OR-1-09
OR-1-09
OR-1-09
OR-1-09
OR-1-10
OR-1-10
OR-1-10
OR-1-10

OR-1 - Order Confirmation Timeliness

Average LSRC Time < 10 Lines
Average ASRC Time < 10 Lines DS0
Average ASRC Time < 10 Lines DS1
Average LSRC Time < 10 Lines (Fax)
% On Time LSRC < 10 Lines
% On Time ASRC < 10 Lines DS0
% On Time ASRC < 10 Lines DS1
% On Time LSRC < 10 Lines (Fax)
Average LSRC Time >= 10 Lines
Average ASRC Time >= 10 Lines DS0
Average ASRC Time >= 10 Lines DS1
Average LSRC Time >= 10 Lines (Fax)
% On Time LSRC >= 10 Lines
% On Time ASRC >= 10 Lines DS0
% On Time ASRC >= 10 Lines DS1
% On Time LSRC >= 10 Lines (Fax)

95% within 72 Hours
95% within 72 Hours
95% within 72 Hours
95% within 72 Hours
95% within 96 Hours
95% within 96 Hours
95% within 96 Hours
95% within 96 Hours

23.53	
UD	
UD	
UD	
95.92	98
UD	
UD	
UD	
NA	
UD	
UD	
UD	
NA	
UD	
UD	
UD	

OR-2 - Reject Timeliness

OR-2-07
OR-2-08
OR-2-09
OR-2-10

Average LSR Reject Time < 10 Lines
% On Time LSR Reject < 10 Lines
Average LSR Reject Time >= 10 Lines
% On Time LSR Reject >= 10 Lines

95% within 72 Hours
95% within 96 Hours

22.29	
100.00	33
NA	
NA	

Legend Notations defined on Legend sheet - last page

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CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES

POTS - Provisioning		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score	
Metric #		BA	CLEC Aggregate	BA	All CLECs						
PR-1 - Average Interval Offered											
PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated									
PR-1-01	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	Parity with BA Retail	1.12	NA	29697	1869	2.30				
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform	Parity with BA Retail	1.12	2.06	29697	11920	2.30	0.02			-37.69
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	3.47	5.94	8279	145	2.59	0.22			-11.38
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	3.47	5.05	8279	637	2.59	0.11			-14.84
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	4.96	9.25	352	4	5.98	3.01			-1.43
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	4.96	3.40	352	5	5.98	2.69			0.58
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	7.20	5.57	376	7	6.41	2.45			0.67
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	7.20	NA	376		6.41				
PR-2 - Average Completed Interval											
PR-2-01	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated									
PR-2-01	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	Parity with BA Retail	1.08	NA	28825		2.23				
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	Parity with BA Retail	1.08	2.07	28825	11813	2.23	0.02			-40.64
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	4.70	7.70	7095	96	5.11	0.53			-5.71
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	4.70	5.61	7095	551	5.11	0.23			-4.03
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	6.48	7.00	262	1	8.77	8.79			-0.06
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	6.48	3.40	262	5	8.77	3.96			0.78
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	7.89	7.60	283	5	8.22	3.71			0.08
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	7.89	NA	283		8.22				
PR-3 - Completed within X Days - Platform & Other (Switch & INP)											
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	68.42	50.06	241709	10138		0.47			-39.01
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	84.98	63.13	241709	10138		0.36			-60.68
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	88.49	75.53	241709	10138		0.32			-40.35
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	16.22	25.41	38568	551		1.61			5.72
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	30.05	32.49	38568	551		2.01			1.22
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	39.01	42.47	38568	551		2.14			1.62
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	88.77	79.15	280277	10689		0.31			-31.14
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	96.78	91.43	241709	10138		0.18			-30.29
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with BA Retail	62.57	54.63	38568	551		2.12			-3.74
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	94.03	92.27	280277	10689		0.23			-7.61
PR-4 - Missed Appointments											
PR-4-02	Average Delay Days - Total	Parity with BA Retail	5.80	8.99	15713	105	7.34	0.72			-4.44
PR-4-03	% Missed Appt. - Customer	None: Analysis Only	2.31	1.28							
PR-4-04	% Missed Appt. - BA - Dispatch - Loop New	Parity with BA Retail	15.27	0.71	98471	563		1.53			9.52
PR-4-04	% Missed Appt. - BA - Dispatch - Platform	Parity with BA Retail	15.27	3.20	98471	2623		0.72			16.87
PR-4-04	% Missed Appt. - BA - Dispatch - Hot Cut	Parity with BA Retail	15.27	0.00	98471	288					
PR-4-05	% Missed Appt. - BA - No Dispatch - Hot Cut Loop	Parity with BA Retail	0.15	0.16	444368	1868		0.09			-0.11
PR-4-05	% Missed Appt. - BA - No Dispatch - Other	Parity with BA Retail	0.15	NA	444368						
PR-4-05	% Missed Appt. - BA - No Dispatch - Platform	Parity with BA Retail	0.15	0.02	444368	68057		0.01			8.74
PR-4-06	% On Time Performance - Hot Cut	95% Completed Within Window		93.20		2751					
PR-4-08	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop	None: Analysis Only		UD							
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation - Other	None: Analysis Only		UD							
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation- Platform	None: Analysis Only		UD							
PR-5 - Facility Missed Orders											
PR-5-01	% Missed Appointment - BA - Facilities	Parity with BA Retail	0.41	0.01	542839	71989		0.02			16.74
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.05	0.00	542839	71989		0.01			5.99
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	542839	71989					
PR-6 - Installation Quality											
PR-6-01	% Installation Troubles reported within 30 Days - Loop	Parity w/BA Retail for Found Troubles	5.34	2.42	484552	8520		0.24			11.94
PR-6-01	% Installation Troubles reported within 30 Days - Other	Parity w/BA Retail for Found Troubles	5.34	1.24	484552	70624		0.09			47.80
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop	<= 2%		0.49		10225					
PR-6-02	% Installation Troubles reported within 7 Days - Loop	Parity w/BA Retail for Found Troubles	3.09	1.39	484552	8520		0.19			9.07
PR-6-02	% Installation Troubles reported within 7 Days - Other	Parity w/BA Retail for Found Troubles	3.09	0.48	484552	70624		0.07			39.75
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	None: Analysis Only	5.69	5.55	484552	8520		0.25			0.54
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	None: Analysis Only	5.69	2.01	484552	70624		0.09			41.63
POTS & Complex Aggregates											
PR-1 - Average Interval Offered											
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	3.13	5.39	120783	5000	7.30	0.11			-21.45
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	Parity with BA Retail	2.38	NA	21		2.89				
PR-2 - Average Completed Interval											
PR-2-10	Av. Completed Interval - Disconnects - No Dispatch	Parity with BA Retail	3.12	5.40	120455	4990	7.30	0.11			-21.62
PR-2-11	Av. Completed Interval - Disconnects - Dispatch	Parity with BA Retail	2.14	NA	21		2.69				

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Carrier to Carrier
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CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES continued

Metric #	Complex Services	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			BA	CLEC Aggregate	BA	All CLECs			
PR-1-01 PR-1-02	PR-1 - Average Interval Offered								
	Av. Interval Offered - Total No Dispatch	Parity with BA Retail	4.18	5.60	1400	217	3.73	0.27	-5.22
PR-2-01 PR-2-02	PR-2 - Average Completed Interval								
	Av. Interval Completed - Total No Dispatch	Parity with BA Retail	4.22	6.00	1336	207	3.81	0.28	-6.25
PR-4-02 PR-4-03 PR-4-04 PR-4-05 PR-4-08	PR-4 - Missed Appointments								
	Average Delay Days - Total	Parity with BA Retail	11.88	13.07	185	14	14.33	3.97	-0.30
PR-6-01	PR-6 - Installation Quality								
	% Installation Troubles Reported within 30 Days	Parity with BA Retail	5.34	6.66	484552	1021		0.70	-1.88
Special Services - Provisioning									
PR-1-01 PR-1-02 PR-1-06 PR-1-07 PR-1-08 PR-1-09 PR-1-09 PR-1-10 PR-1-11	PR-1 - Average Interval Offered								
	Av. Interval Offered - Total No Dispatch	Parity with BA Retail	6.57	5.27	2132	11	7.15	2.16	0.60
PR-2-01 PR-2-02 PR-2-06 PR-2-07 PR-2-08 PR-2-09 PR-2-09 PR-2-10 PR-2-11	PR-2 - Average Completed Interval								
	Av. Interval Completed - Total No Dispatch	Parity with BA Retail	6.39	5.30	1992	10	6.80	2.16	0.51
PR-4-01 PR-4-01 PR-4-01 PR-4-02 PR-4-02 PR-4-03 PR-4-03 PR-4-08	PR-4 - Missed Appointments								
	% Missed Appointment - BA - Total	Parity with BA Retail	13.83	4.55	5552	22		7.57	1.23
PR-5-01 PR-5-02 PR-5-03	PR-5 - Facility Missed Orders								
	% Missed Appointment - BA - Facilities	Parity with BA Retail	4.09	0.00	5552	22		4.29	0.95
PR-6-01 PR-6-03	PR-6 - Installation Quality								
	% Installation Troubles reported within 30 Days	Parity with BA Retail	4.11	0.00	6227	12		5.79	0.71
PR-7-01	PR-7 - Jeopardy Reports								
	% Orders with Jeopardy Status - EEL	Jeopardy Legend	1.75	0.00	6227	12		3.81	0.46

*Legend Notations defined on Legend sheet - last page

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines October 1999
Bell Atlantic - New York State

CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

Metric #	POTS - Maintenance	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			BA	CLEC Aggregate	BA	All CLECs			
MR-2-02 MR-2-02 MR-2-03 MR-2-04 MR-2-05	MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Loop - Platform Network Trouble Report Rate - Central Office % Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	Parity with BA Retail Parity with BA Retail Parity with BA Retail I/CW MRAs None: Analysis Only	1.38	0.97	10911920	320071		0.02	19.97
			1.38	UD	10911920			0.02	
			0.15	0.19	10911920	320071		0.01	-5.90
			22.57	18.02					
			1.58	1.74	10911920	320071		0.02	-7.08
MR-3-01 MR-3-01 MR-3-02 MR-3-03 MR-3-03	MR-3 - Missed Repair Appointments % Missed Repair Appointment - Loop % Missed Repair Appointment - Loop - Platform % Missed Repair Appointment - Central Office % CPE/TOK/FOK - Missed Appointment - Loop % CPE/TOK/FOK - Missed Appointment - Platform	Parity with BA Retail Parity with BA Retail Parity with BA Retail None: Analysis Only None: Analysis Only	10.96	12.53	150824	3104		0.57	-2.77
			10.96	UD	150824				
			5.99	5.18	16067	599		1.00	0.81
			3.73	19.93	172344	1877		0.44	-36.86
			3.73	UD	172344				
MR-4-01 MR-4-02 MR-4-02 MR-4-03 MR-4-04 MR-4-06 MR-4-07 MR-4-08	MR-4 - Trouble Duration Intervals Mean Time To Repair - Total Mean Time To Repair - Loop Trouble Mean Time To Repair - Loop Trouble - Platform Mean Time To Repair - Central Office Trouble % Cleared (all troubles) within 24 Hours % Out of Service > 4 Hours % Out of Service > 12 Hours % Out of Service > 24 Hours	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	25.83	23.85	166891	3703	31.83	0.53	3.75
			27.37	26.35	150824	3104	32.50	0.59	1.73
			27.37	UD	150824				
			11.47	10.88	16067	599	19.53	0.81	0.72
			67.87	72.59	166891	3703		0.78	6.05
			82.18	84.95	130844	2233		0.82	-3.37
			64.24	71.12	130844	2233		1.03	-6.67
			27.32	25.44	130844	2233		0.96	1.96
MR-5-01	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with BA Retail	24.81	24.66	166891	3703		0.72	0.21
MR-2-02 MR-2-03 MR-2-05	POTS Complex - Maintenance MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office % CPE/TOK/FOK Trouble Report Rate	Parity with BA Retail Parity with BA Retail None: Analysis Only	UD	UD					
			UD	UD					
			UD	UD					
			UD	UD					
			UD	UD					
MR-3-01 MR-3-02	MR-3 - Missed Repair Appointments % Missed Repair Appointment - Loop % Missed Repair Appointment - Central Office	Parity with BA Retail Parity with BA Retail	UD	46.70		197			
			UD	20.69		29			
			UD	57.05		226			
			UD	63.53		197			
			UD	12.92		29			
MR-4-01 MR-4-02 MR-4-03 MR-4-08	MR-4 - Trouble Duration Intervals Mean Time To Repair - Total Mean Time To Repair - Loop Trouble Mean Time To Repair - Central Office Trouble % Out of Service > 24 Hours	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	UD	57.05		226			
			UD	63.53		197			
			UD	12.92		29			
			UD	59.55		89			
			UD	59.55		89			
MR-5-01	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with BA Retail	UD	29.20		226			
			UD	29.20		226			
			UD	29.20		226			
			UD	29.20		226			
			UD	29.20		226			
MR-2-01 MR-2-05	Special Services - Maintenance MR-2 - Trouble Report Rate Network Trouble Report Rate % CPE/TOK/FOK Trouble Report Rate	Parity with BA Retail None: Analysis Only	0.92	0.00	399288	2260		0.20	4.58
			1.08	0.00	399288	2260		0.22	4.96
			0.92	0.00	399288	2260		0.20	4.58
			1.08	0.00	399288	2260		0.22	4.96
			0.92	0.00	399288	2260		0.20	4.58
MR-4-01 MR-4-04 MR-4-06 MR-4-08	MR-4 - Trouble Duration Intervals Mean Time To Repair - Total % Cleared (all troubles) within 24 Hours % Out of Service > 4 Hours % Out of Service > 24 Hours	Parity with BA Retail Parity with BA Retail Parity with BA Retail Parity with BA Retail	8.32	NA	3654		35.57		
			94.88	NA	3654				
			58.34	NA	3584				
			4.99	NA	3584				
			4.99	NA	3584				
MR-5-01	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Parity with BA Retail	23.86	NA	3654				

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
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Bell Atlantic - New York State

CLEC Aggregate Performance
UNE SPECIAL SERVICES 132

Metric #		Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			BA	CLEC Aggregate	BA	All CLECs			
Special Services - Provisioning 132									
PR-1 - Average Interval Offered									
PR-1-01	Av. Interval Offered - Total No Dispatch	Parity with BA Retail	6.89	9.00	1939	1	7.25	7.25	-0.28
PR-1-02	Av. Interval Offered - Total Dispatch	Parity with BA Retail	8.50	15.00	1194	1	5.12	5.12	-1.27
PR-1-06	Av. Interval Offered - DS0	Parity with BA Retail	6.53	NA	354		5.50		
PR-1-07	Av. Interval Offered - DS1	Parity with BA Retail	7.48	12.00	1582	2	4.85	3.43	-1.32
PR-1-08	Av. Interval Offered - DS3	Parity with BA Retail	11.50	NA	6		9.12		
PR-1-09	Av. Interval Offered - Total - EEL - Backbone	EEL Legend		UD					
PR-1-09	Av. Interval Offered - Total - EEL - Loop	EEL Legend		UD					
PR-1-09	Av. Interval Offered - Total - IOF	IOF Legend		14.77		82			
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	3.93	NA	389		3.99		
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	Parity with BA Retail	4.00	NA	1				
PR-2 - Average Completed Interval									
PR-2-01	Av. Interval Completed - Total No Dispatch	Parity with BA Retail	6.70	9.00	1808	1	6.85	6.85	-0.34
PR-2-02	Av. Interval Completed - Total Dispatch	Parity with BA Retail	9.91	NA	856		7.85		
PR-2-06	Av. Interval Completed - DS0	Parity with BA Retail	6.62	NA	306		7.27		
PR-2-07	Av. Interval Completed - DS1	Parity with BA Retail	8.01	9.00	1334	1	8.91	8.91	-0.11
PR-2-08	Av. Interval Completed - DS3	Parity with BA Retail	9.25	NA	4		2.36		
PR-2-09	Av. Interval Completed - Total - EEL - Backbone	EEL Legend		UD					
PR-2-09	Av. Interval Completed - Total - EEL - Loop	EEL Legend		UD					
PR-2-09	Av. Interval Completed - Total - IOF	IOF Legend		24.91		45			
PR-2-10	Av. Interval Completed - Disconnects - No Dispatch	Parity with BA Retail	4.01	NA	384		4.35		
PR-2-11	Av. Interval Completed - Disconnects - Dispatch	Parity with BA Retail	4.00	NA	1				
PR-4 - Missed Appointments									
PR-4-01	% Missed Appointment - BA - Total	Parity with BA Retail	13.83	0.00	5552	3		20.15	0.69
PR-4-01	% Missed Appointment - BA - Total - EEL	Parity with BA Retail	13.83	UD	5552				
PR-4-01	% Missed Appointment - BA - Total - IOF	Parity with BA Retail	13.83	17.53	5552	97		3.72	-0.99
PR-4-02	Average Delay Days - Total	Parity with BA Retail	19.36	NA	133		36.78		
PR-4-02	Average Delay Days - Total - EEL	Parity with BA Retail	19.36	UD	133		36.78		
PR-4-02	Average Delay Days - Total - IOF	Parity with BA Retail	19.36	27.29	133	17	36.78	9.47	-0.84
PR-4-03	% Missed Appointment - Customer	None - Analysis Only	10.02	66.67					
PR-4-03	% Missed Appointment - Customer - EEL	None - Analysis Only	10.02	UD					
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None - Analysis Only		0.00					
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment - BA - Facilities	Parity with BA Retail	4.09	0.00	5552	3		11.51	0.36
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.00	0.00	5780	3			
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	5780	3			
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles reported within 30 Days	Parity with BA Retail	4.60	0.00	5131	3		12.18	0.38
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None - Analysis Only	2.03	0.00	5131	3		8.17	0.25
PR-7 - Jeopardy Reports									
PR-7-01	% Orders with Jeopardy Status - EEL	Jeopardy Legend		UD					
Special Services - Maintenance 132									
MR-2 - Trouble Report Rate									
MR-2-01	Network Trouble Report Rate	Parity with BA Retail	1.09	0.00	308816	2055		0.23	4.75
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None - Analysis Only	1.26	0.00	308816	2055		0.25	5.12
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	8.48	NA	3362		37.02		
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	94.62	NA	3362				
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	58.61	NA	3310				
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	5.29	NA	3310				
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	24.06	NA	3362				
Legend Notations defined on Legend sheet - last page									

Carrier to Carrier
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Bell Atlantic - New York State

CLEC Aggregate Performance
UNE SPECIAL SERVICES Non132

Special Services - Provisioning Non132

Metric #	
PR-1-01	PR-1 - Average Interval Offered
PR-1-02	Av. Interval Offered - Total No Dispatch
PR-1-06	Av. Interval Offered - Total Dispatch
PR-1-07	Av. Interval Offered - DS0
PR-1-08	Av. Interval Offered - DS1
PR-1-09	Av. Interval Offered - DS3
PR-1-09	Av. Interval Offered - Total - EEL - Backbone
PR-1-09	Av. Interval Offered - Total - EEL - Loop
PR-1-09	Av. Interval Offered - Total - IOF
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch
PR-1-11	Av. Interval Offered - Disconnects - Dispatch

PR-2 - Average Completed Interval

PR-2-01	Av. Interval Completed - Total No Dispatch
PR-2-02	Av. Interval Completed - Total Dispatch
PR-2-06	Av. Interval Completed - DS0
PR-2-07	Av. Interval Completed - DS1
PR-2-08	Av. Interval Completed - DS3
PR-2-09	Av. Interval Completed - Total - EEL - Backbone
PR-2-09	Av. Interval Completed - Total - EEL - Loop
PR-2-09	Av. Interval Completed - Total - IOF
PR-2-10	Av. Interval Completed - Disconnects - No Dispatch
PR-2-11	Av. Interval Completed - Disconnects - Dispatch

PR-4 - Missed Appointments

PR-4-01	% Missed Appointment - BA - Total
PR-4-01	% Missed Appointment - BA - Total - EEL
PR-4-01	% Missed Appointment - BA - Total - IOF
PR-4-02	Average Delay Days - Total
PR-4-02	Average Delay Days - Total - EEL
PR-4-02	Average Delay Days - Total - IOF
PR-4-03	% Missed Appointment - Customer
PR-4-03	% Missed Appointment - Customer - EEL
PR-4-08	% Missed Appd. - Customer - Late Order Conf.

PR-5 - Facility Missed Orders

PR-5-01	% Missed Appointment - BA - Facilities
PR-5-02	% Orders Held for Facilities > 15 Days
PR-5-03	% Orders Held for Facilities > 60 Days

PR-6 - Installation Quality

PR-6-01	% Installation Troubles reported within 30 Days
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE

PR-7 - Jeopardy Reports

PR-7-01	% Orders with Jeopardy Status - EEL
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Special Services - Maintenance Non132

MR-2 - Trouble Report Rate

MR-2-01	Network Trouble Report Rate
MR-2-05	% CPE/TOK/FOK Trouble Report Rate

MR-4 - Trouble Duration Intervals

MR-4-01	Mean Time To Repair - Total
MR-4-04	% Cleared (all troubles) within 24 Hours
MR-4-06	% Out of Service > 4 Hours
MR-4-08	% Out of Service > 24 Hours

MR-5 - Repeat Trouble Reports

MR-5-01	% Repeat Reports within 30 Days
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Legend Notations defined on Legend sheet - last page

Standard

Parity with BA Retail
Parity with BA Retail
Parity with BA Retail
Parity with BA Retail
Parity with BA Retail
Parity with BA Retail
EEL Legend
EEL Legend
IOF Legend
Parity with BA Retail
Parity with BA Retail

Actual Performance Number of Observations
BA CLEC Aggregate BA All CLECs Standard Deviation Sampling Error Z-Score

3.31	4.90	188	10	4.94	1.60	-0.99
10.16	13.75	105	8	7.97	2.92	-1.23
3.81	NA	27		5.38		
14.42	8.83	12	18	4.36	1.62	3.44
NA	NA					
UD	UD					
UD	UD					
13.86	13.86		36			
4.01	NA	102		2.77		
5.00	NA	1				

Parity with BA Retail
Parity with BA Retail
Parity with BA Retail
Parity with BA Retail
Parity with BA Retail
Parity with BA Retail
EEL Legend
EEL Legend
IOF Legend
Parity with BA Retail
Parity with BA Retail

3.40	4.89	180	9	5.53	1.89	-0.79
10.03	NA	78		2.91		
4.08	NA	26		5.74		
17.20	8.92	10	12	8.02	3.43	2.41
NA	NA					
UD	UD					
UD	UD					
16.20	16.20		20			
3.99	NA	101		2.77		
5.00	NA	1				

Parity with BA Retail
Parity with BA Retail
Parity with BA Retail
Parity with BA Retail
Parity with BA Retail
Parity with BA Retail
None - Analysis Only
None - Analysis Only
None - Analysis Only
None - Analysis Only

13.83	5.26	5552	19		8.13	1.05
13.83	UD	5552				
13.83	2.08	5552	48		5.20	2.26
12.19	15.00	21	1	30.45	31.17	-0.09
12.19	UD	21		30.45		
12.19	69.00	21	1	30.45	31.17	-1.82
6.67	31.58					
6.67	UD					
UD	UD					

Parity with BA Retail
Parity with BA Retail
Parity with BA Retail

4.09	0.00	5552	19		4.61	0.89
0.00	0.00	495	19			
0.00	0.00	495	19			

Parity with BA Retail
None - Analysis Only

1.86	0.00	1077	9		4.67	0.40
0.46	0.00	1077	9		2.31	0.20

Jeopardy Legend

UD	UD	UD	UD	UD	UD	UD
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Carrier to Carrier
Performance Standards and Reports
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Bell Atlantic - Manhattan

CLEC Aggregate Performance
UNE POTS

POTS - Provisioning		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score	
Metric #		Standard	BA	CLEC Aggregate	BA	AN CLECs					
PR-1 - Average Interval Offered											
PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated	1.12	NA	7631	563	1.85				
PR-1-01	Av. Interval Offered-Total No Dispatch-Other (UNE Switch&INP)	Parity with BA Retail	1.12	2.03	7631	561	1.85	0.08		-11.24	
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform	Parity with BA Retail	2.36	4.05	1084	44	1.81	0.28		-6.07	
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	2.36	4.00	1084	33	1.81	0.32		-5.13	
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	4.09	9.25	108	4	3.60	1.83		-2.82	
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	4.09	NA	108		3.60				
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	6.71	6.17	182	6	5.44	2.26		0.24	
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	6.71	NA	182		5.44				
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail									
PR-2 - Average Completed Interval											
PR-2-01	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated	1.09	NA	7338	423	1.78				
PR-2-01	Av. Completed Interval-Total No Dispatch-Other(UNE Switch&INP)	Parity with BA Retail	1.09	2.05	7338	550	1.78	0.08		-12.20	
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	Parity with BA Retail	2.96	4.88	912	26	3.58	0.71		-2.70	
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	2.96	3.96	912	24	3.58	0.74		-1.35	
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	5.61	7.00	84	1	9.46	9.52		-0.15	
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	5.61	NA	84		9.46				
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	7.14	9.00	146	4	6.54	3.31		-0.56	
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	7.14	NA	146		6.54				
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail									
PR-3 - Completed within 5 Days - Platform & Other (Switch & INP)											
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	66.95	43.82	14366	445		2.38		-9.70	
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	87.97	60.22	14366	445		1.62		-17.17	
PR-3-02	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	92.01	78.43	14366	445		1.34		-10.16	
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	21.23	16.67	2190	24		9.11		-0.50	
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	61.69	37.50	2190	24		11.00		-2.20	
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	80.09	55.33	2190	24		8.85		-2.45	
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	95.00	84.01	16556	469		1.04		-10.62	
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	97.73	91.91	14366	445		0.72		-8.07	
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with BA Retail	89.22	70.83	2190	24		6.77		-2.72	
PR-3-10	% Completed in 8 Days (1-5 Lines - Total)	Parity with BA Retail	97.32	92.54	16556	469		0.76		-6.28	
PR-4 - Missed Appointments											
PR-4-02	Average Delay Days - Total	Parity with BA Retail	5.50	20.80	662	5	7.41	3.33		-4.60	
PR-4-03	% Missed Appt. - Customer	None Analysis Only	3.79	5.73							
PR-4-04	% Missed Appt. - BA - Dispatch - Loop New	Parity with BA Retail	8.18	0.45	7180	220		1.95		3.96	
PR-4-04	% Missed Appt. - BA - Dispatch - Platform	Parity with BA Retail	8.18	0.73	7180	137		2.45		3.05	
PR-4-04	% Missed Appt. - BA - Dispatch - Hot Cut	Parity with BA Retail	8.18	0.00	7180	58					
PR-4-05	% Missed Appt. - BA - No Dispatch - Hot Cut Loop	Parity with BA Retail	0.25	0.36	30228	562		0.21		-0.52	
PR-4-05	% Missed Appt. - BA - No Dispatch - Other	Parity with BA Retail	0.25	NA	30228						
PR-4-05	% Missed Appt. - BA - No Dispatch - Platform	Parity with BA Retail	0.25	0.00	30228	3534		0.08		2.95	
PR-4-06	% On Time Performance - Hot Cut	95% Completed Within Window		UD							
PR-4-08	% Missed Appt.-Customer Due to Late Order Conf.-Hot Cut Loop	None Analysis Only		UD							
PR-4-08	% Missed Appt.-Customer Due to Late Order Confirmation-Other	None Analysis Only		UD							
PR-4-08	% Missed Appt.-Customer Due to Late Order Conf.-Platform	None Analysis Only		UD							
PR-5 - Facility Missed Orders											
PR-5-01	% Missed Appointment - BA - Facilities	Parity with BA Retail	0.21	0.00	37408	4284		0.07		2.98	
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.03	0.00	37408	4284		0.03		1.13	
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	37408	4284					
PR-6 - Installation Quality											
PR-6-01	% Installation Troubles reported within 30 Days - Loop	Parity with BA Retail	4.28	3.69	52786	3789		0.34		1.75	
PR-6-01	% Installation Troubles reported within 30 Days - Other	Parity with BA Retail	4.28	1.70	52786	3874		0.33		7.74	
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop	<= 2%		1.24		2499					
PR-6-02	% Installation Troubles reported within 7 Days - Loop	Parity with BA Retail	2.38	2.18	52786	3789		0.25		0.87	
PR-6-02	% Installation Troubles reported within 7 Days - Other	Parity with BA Retail	2.38	0.52	52786	3874		0.25		7.48	
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loop	None Analysis Only	6.21	8.52	52786	3789		0.40		-5.74	
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Other	None Analysis Only	6.21	3.23	52786	3874		0.40		7.49	
POTS & Complex Aggregate											
PR-1 - Average Interval Offered											
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	5.04	10.86	8202	1117	11.79	0.38		-15.48	
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	Parity with BA Retail	1.00	NA	3		1.73				
PR-2 - Average Completed Interval											
PR-2-10	Av. Completed Interval - Disconnects - No Dispatch	Parity with BA Retail	5.12	10.94	8202	1110	12.12	0.39		-15.01	
PR-2-11	Av. Completed Interval - Disconnects - Dispatch	Parity with BA Retail	1.00	NA	3		1.73				
continued											

continued

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CLEC Aggregate Performance
UNE POTS continued

Complex Services		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score	
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs					
PR-1 - Average Interval Offered											
PR-1-01	Avg. Interval Offered - Total No Dispatch	Parity with BA Retail	4.34	5.77	734	157	3.80	0.32		-4.52	
PR-1-02	Avg. Interval Offered - Total Dispatch	Parity with BA Retail	6.76	6.36	309	414	3.25	0.24		1.84	
PR-2 - Average Completed Interval											
PR-2-01	Avg. Interval Completed - Total No Dispatch	Parity with BA Retail	4.38	5.95	703	150	3.78	0.34		-4.82	
PR-2-02	Avg. Interval Completed - Total Dispatch	Parity with BA Retail	6.99	10.51	246	354	2.96	0.25		-14.33	
PR-4 - Missed Appointments											
PR-4-02	Average Delay Days - Total	Parity with BA Retail	10.43	NA	21		11.16				
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	8.19	11.55							
PR-4-04	% Missed Appointment - BA - Dispatch	Parity with BA Retail	2.64	0.00	720	452		1.11		2.38	
PR-4-05	% Missed Appointment - BA - No Dispatch	Parity with BA Retail	0.20	0.00	977	206		0.33		0.60	
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation	None: Analysis Only		UD							
PR-6 - Installation Quality											
PR-6-01	% Installation Troubles Reported within 30 Days	Parity with BA Retail	4.28	5.43	52786	589		0.84		-1.37	
POTS - Maintenance											
MR-2 - Trouble Report Rate											
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	0.82	0.82	1440622	65471		0.04		-0.04	
MR-2-02	Network Trouble Report Rate - Loop - Platform	Parity with BA Retail	0.82	UD	1440622			0.06			
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	0.20	0.24	1440622	65471		0.02		-2.05	
MR-2-04	% Subsequent Reports	I/CW MRAs	23.33	9.82							
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.44	2.19	1440622	65471		0.05		-18.07	
MR-3 - Missed Repair Appointments											
MR-3-01	% Missed Repair Appointment - Loop	Parity with BA Retail	10.10	20.75	11752	535		1.38		-7.72	
MR-3-01	% Missed Repair Appointment - Loop - Platform	Parity with BA Retail	10.10	UD	11752						
MR-3-02	% Missed Repair Appointment - Central Office	Parity with BA Retail	6.82	7.14	2873	154		2.25		-0.14	
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Loop	None: Analysis Only	5.69	18.86	20784	1278		0.87		-19.55	
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Platform	None: Analysis Only	5.69	UD	20784						
MR-4 - Trouble Duration Intervals											
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	22.10	20.95	14625	689	31.53	1.23		0.94	
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	24.48	24.48	11752	535	33.23	1.47		0	
MR-4-02	Mean Time To Repair - Loop Trouble - Platform	Parity with BA Retail	24.48	UD	11752		33.23				
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	12.33	8.67	2873	154	20.68	1.71		2.14	
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	73.74	74.89	14625	689		1.81		0.64	
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	80.00	85.00	12483	160		3.29		-1.52	
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	55.92	61.25	12483	160		4.12		-1.29	
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	26.28	34.38	12483	160		3.63		-2.23	
MR-5 - Repeat Trouble Reports											
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	25.13	27.87	14625	689		1.78		-1.54	
POTS Complex - Maintenance											
MR-2 - Trouble Report Rate											
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	UD	UD							
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	UD	UD							
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	UD	UD							
MR-3 - Missed Repair Appointments											
MR-3-01	% Missed Repair Appointment - Loop	Parity with BA Retail	UD	36.36		110					
MR-3-02	% Missed Repair Appointment - Central Office	Parity with BA Retail	UD	15.79		19					
MR-4 - Trouble Duration Intervals											
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	UD	47.52		129					
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	UD	53.03		110					
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	UD	15.57		19					
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	UD	53.85		39					
MR-5 - Repeat Trouble Reports											
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	UD	33.33		129					
Legend Notations defined on Legend sheet - last page											

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CLEC Aggregate Performance
UNE POTS

POTS - Provisioning		Actual Performance		Number of Observations					
Metric #		BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score	
PR-1 - Average Interval Offered									
PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated	8.04		987				
PR-1-01	Av. Interval Offered - Total No Dispatch-Other (UNE Switch&INP)	Parity with BA Retail	1.04	NA	8182	2.32	0.04	-18.13	
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform	Parity with BA Retail	1.04	1.68	8182	9156	2.32	0.04	-18.13
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	2.27	7.54	2140	67	2.12	0.26	-20.04
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	2.27	4.52	2140	445	2.12	0.11	-20.37
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	3.97	NA	88		3.00		
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	3.97	3.25	88	4	3.00	1.53	0.47
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	5.42	NA	57		5.20		
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	5.42	NA	57		5.20		
PR-2 - Average Completed Interval									
PR-2-01	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated	8.96		735				
PR-2-01	Av. Completed Interval-Total No Dispatch-Other(UNE Switch&INP)	Parity with BA Retail	1.01	NA	7959		2.29		
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	Parity with BA Retail	1.01	1.68	7959	9086	2.29	0.04	-19.06
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	3.48	10.27	1783	44	4.77	0.73	-9.33
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	3.48	5.00	1783	392	4.77	0.27	-5.71
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	7.39	NA	66		8.63		
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	7.39	3.25	66	4	8.63	4.44	0.93
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	8.98	NA	43		12.76		
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	8.98	NA	43		12.76		
PR-3 - Completed within 5 Days - Platform & Other (Switch & INP)									
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	71.11	60.13	104531	7778		0.53	-20.58
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	85.96	70.56	104531	7778		0.41	-37.98
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	88.85	79.98	104531	7778		0.37	-24.21
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	20.71	34.44	14328	392		2.16	6.35
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	35.41	40.05	14328	392		2.58	1.80
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	42.43	48.72	14328	392		2.67	2.36
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	89.30	82.78	118859	8170		0.35	-18.63
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	96.45	93.92	104531	7778		0.21	-11.87
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with BA Retail	55.00	60.20	14328	392		2.69	1.94
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	93.61	94.31	118859	8170		0.28	2.54
PR-4 - Missed Appointments									
PR-4-02	Average Delay Days - Total	Parity with BA Retail	5.48	10.10	5608	60	7.10	0.92	-5.01
PR-4-03	% Missed Appt. - Customer	None: Analysis Only	2.60	1.04					
PR-4-04	% Missed Appt. - BA - Dispatch - Loop New	Parity with BA Retail	12.32	1.69	43929	178		2.49	4.27
PR-4-04	% Missed Appt. - BA - Dispatch - Platform	Parity with BA Retail	12.32	3.04	43929	1581		0.85	10.90
PR-4-04	% Missed Appt. - BA - Dispatch - Hot Cut	Parity with BA Retail	12.32	0.00	43929	117			
PR-4-05	% Missed Appt. - BA - No Dispatch - Hot Cut Loop	Parity with BA Retail	0.10	0.10	202382	988		0.10	0
PR-4-05	% Missed Appt. - BA - No Dispatch - Other	Parity with BA Retail	0.10	NA	202382				
PR-4-05	% Missed Appt. - BA - No Dispatch - Platform	Parity with BA Retail	0.10	0.02	202382	41088		0.02	5.11
PR-4-06	% On Time Performance - Hot Cut	95% Completed Within Window	UD	UD					
PR-4-08	% Missed Appt.-Customer Due to Late Order Conf.-Hot Cut Loop	None: Analysis Only	UD	UD					
PR-4-08	% Missed Appt.-Customer Due to Late Order Confirmation-Other	None: Analysis Only	UD	UD					
PR-4-08	% Missed Appt.-Customer Due to Late Order Conf.-Platform	None: Analysis Only	UD	UD					
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment - BA - Facilities	Parity with BA Retail	0.10	0.00	246311	42987		0.02	6.54
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.02	0.00	246311	42987		0.01	2.93
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	246311	42987			
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles reported within 30 Days - Loop	Parity with BA Retail	5.86	2.38	194120	2392		0.48	7.19
PR-6-01	% Installation Troubles reported within 30 Days - Other	Parity with BA Retail	5.86	1.35	194120	41558		0.12	38.22
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop	<= 2%		0.93		1943			
PR-6-02	% Installation Troubles reported within 7 Days - Loop	Parity with BA Retail	3.50	1.42	194120	2392		0.38	5.50
PR-6-02	% Installation Troubles reported within 7 Days - Other	Parity with BA Retail	3.50	0.58	194120	41558		0.09	31.80
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loop	None: Analysis Only	6.60	5.77	194120	2392		0.51	1.63
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Other	None: Analysis Only	6.60	2.53	194120	41558		0.12	32.57
POTS & Complex Aggregate									
PR-1 - Average Interval Offered									
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	2.67	3.54	49356	2372	6.93	0.15	-5.97
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	Parity with BA Retail	3.71	NA	7		3.77		
PR-2 - Average Completed Interval									
PR-2-10	Av. Completed Interval - Disconnects - No Dispatch	Parity with BA Retail	2.66	3.55	49233	2370	6.96	0.15	-6.08
PR-2-11	Av. Completed Interval - Disconnects - Dispatch	Parity with BA Retail	3.00	NA	7		3.51		
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CLEC Aggregate Performance
UNE POTS continued

Complex Services		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score	
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs					
PR-1-01 PR-1-02	PR-1 - Average Interval Offered										
	Av. Interval Offered - Total No Dispatch	Parity with BA Retail	4.92	5.57	487	47	3.99	0.61	-1.07		
	Av. Interval Offered - Total Dispatch	Parity with BA Retail	7.54	5.86	232	103	3.99	0.47	3.56		
PR-2-01 PR-2-02	PR-2 - Average Completed Interval										
	Av. Interval Completed - Total No Dispatch	Parity with BA Retail	5.00	6.86	463	44	3.95	0.62	-2.98		
	Av. Interval Completed - Total Dispatch	Parity with BA Retail	8.04	10.79	190	81	4.01	0.53	-5.17		
PR-4-02 PR-4-03 PR-4-04 PR-4-05 PR-4-08	PR-4 - Missed Appointments										
	Average Delay Days - Total	Parity with BA Retail	8.41	13.07	68	14	12.18	3.57	-1.30		
	% Missed Appointment - Customer	None: Analysis Only	8.67	17.11							
	% Missed Appointment - BA - Dispatch	Parity with BA Retail	13.97	10.85	451	129		5.72	0.55		
	% Missed Appointment - BA - No Dispatch	Parity with BA Retail	0.79	0.00	633	58		1.29	0.61		
	% Missed Appt. - Customer - Due to Late Order Confirmation	None: Analysis Only		UD							
PR-6-01	PR-6 - Installation Quality										
	% Installation Troubles Reported within 30 Days	Parity with BA Retail	5.86	10.91	194120	165		1.83	-2.76		
POTS - Maintenance											
MR-2-02 MR-2-03 MR-2-04 MR-2-05	MR-2 - Trouble Report Rate										
	Network Trouble Report Rate - Loop	Parity with BA Retail	1.48	1.25	3890251	136523		0.03	7.13		
	Network Trouble Report Rate - Loop - Platform	Parity with BA Retail	1.48	UD	3890251			0.03			
	Network Trouble Report Rate - Central Office	Parity with BA Retail	0.14	0.24	3890251	136523		0.01	-9.42		
	% Subsequent Reports	I/C/W MRAs	23.66	23.93							
	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.89	2.43	3890251	136523		0.04	-14.81		
MR-3-01 MR-3-01 MR-3-02 MR-3-03 MR-3-03	MR-3 - Missed Repair Appointments										
	% Missed Repair Appointment - Loop	Parity with BA Retail	11.75	10.46	57572	1702		0.80	1.62		
	% Missed Repair Appointment - Loop - Platform	Parity with BA Retail	11.75	UD	57572						
	% Missed Repair Appointment - Central Office	Parity with BA Retail	6.02	4.64	5482	323		1.43	0.97		
	% CPE/TOK/FOK - Missed Appointment - Loop	None: Analysis Only	3.28	18.54	73462	453		0.84	-18.14		
	% CPE/TOK/FOK - Missed Appointment - Platform	None: Analysis Only	3.28	UD	73462						
MR-4-01 MR-4-02 MR-4-03 MR-4-04 MR-4-06 MR-4-07 MR-4-08	MR-4 - Trouble Duration Intervals										
	Mean Time To Repair - Total	Parity with BA Retail	25.28	24.72	63054	2025	30.65	0.69	0.82		
	Mean Time To Repair - Loop Trouble	Parity with BA Retail	26.60	27.12	57572	1702	31.13	0.77	-0.67		
	Mean Time To Repair - Loop Trouble - Platform	Parity with BA Retail	26.60	UD	57572		31.13				
	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	11.33	12.00	5482	323	20.47	1.17	-0.57		
	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	69.34	73.19	63054	2025		1.06	3.64		
	% Out of Service > 4 Hours	Parity with BA Retail	81.70	85.47	51624	1445		1.05	-3.60		
	% Out of Service > 12 Hours	Parity with BA Retail	65.98	74.19	51624	1445		1.29	-6.37		
	% Out of Service > 24 Hours	Parity with BA Retail	27.69	24.64	51624	1445		1.22	2.51		
MR-5-01	MR-5 - Repeat Trouble Reports										
	% Repeat Reports within 30 Days	Parity with BA Retail	25.03	26.02	63054	2025		0.99	-1.00		
POTS Complex - Maintenance											
MR-2-02 MR-2-03 MR-2-05	MR-2 - Trouble Report Rate										
	Network Trouble Report Rate - Loop	Parity with BA Retail	UD	UD							
	Network Trouble Report Rate - Central Office	Parity with BA Retail	UD	UD							
	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	UD	UD							
MR-3-01 MR-3-02	MR-3 - Missed Repair Appointments										
	% Missed Repair Appointment - Loop	Parity with BA Retail	UD	45.65		46					
	% Missed Repair Appointment - Central Office	Parity with BA Retail	UD	37.50		8					
MR-4-01 MR-4-02 MR-4-03 MR-4-08	MR-4 - Trouble Duration Intervals										
	Mean Time To Repair - Total	Parity with BA Retail	UD	75.70		54					
	Mean Time To Repair - Loop Trouble	Parity with BA Retail	UD	87.23		46					
	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	UD	9.35		8					
	% Out of Service > 24 Hours	Parity with BA Retail	UD	60.71		28					
MR-5-01	MR-5 - Repeat Trouble Reports										
	% Repeat Reports within 30 Days	Parity with BA Retail	UD	27.78		54					
Legend Notations defined on Legend sheet - last page											

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CLEC Aggregate Performance
UNE POTS

POTS - Provisioning		Actual Performance		Number of Observations					
Metric #		BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score	
PR-1 - Average Interval Offered									
PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated	7.10	59					
PR-1-01	Av. Interval Offered-Total No Dispatch-Other (UNE Switch&INP)	Parity with BA Retail	1.12	6796	2.88				
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform	Parity with BA Retail	1.12	3.55	6796	1527	2.88	0.08	-29.79
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	4.79	8.00	2715	10	2.35	0.74	-4.31
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	4.79	6.92	2715	101	2.35	0.24	-8.94
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	5.65	NA	63		8.30		
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	5.65	4.00	63	1	8.30	8.37	0.20
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	9.56	NA	62		9.40		
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	9.56	NA	62		9.40		
PR-2 - Average Completed Interval									
PR-2-01	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated	6.80	50					
PR-2-01	Av. Completed Interval-Total No Dispatch-Other(UNE Switch&INP)	Parity with BA Retail	1.10	6630	2.92				
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	Parity with BA Retail	1.10	3.53	6630	1507	2.92	0.08	-29.16
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	6.68	11.14	2339	7	5.83	2.21	-2.02
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	6.68	7.59	2339	86	5.83	0.64	-1.42
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	4.54	NA	37		4.41		
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	4.54	4.00	37	1	4.41	4.47	0.12
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	8.00	NA	36		5.08		
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	8.00	NA	36		5.08		
PR-3 - Completed within 5 Days - Platform & Other (Switch & INP)									
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	70.20	10.29	52906	1312		1.30	-46.00
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	86.73	33.31	52906	1312		0.96	-55.74
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	89.89	54.27	52906	1312		0.85	-41.93
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	9.64	0.00	12764	86		3.25	-2.97
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	15.05	12.79	12764	86		3.96	-0.57
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	21.11	19.77	12764	86		4.53	-0.30
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	83.58	62.66	65670	1398		1.01	-20.68
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	97.19	84.60	52906	1312		0.46	-27.29
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with BA Retail	60.51	39.53	12764	86		5.46	-3.84
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	92.26	87.48	65670	1398		0.73	-6.59
PR-4 - Missed Appointments									
PR-4-02	Average Delay Days - Total	Parity with BA Retail	6.42	5.11	5514	19	7.57	1.74	0.75
PR-4-03	% Missed Appt. - Customer	None - Analysis Only	2.27	0.36					
PR-4-04	% Missed Appt. - BA - Dispatch - Loop New	Parity with BA Retail	20.17	0.00	26778	28		7.64	2.64
PR-4-04	% Missed Appt. - BA - Dispatch - Platform	Parity with BA Retail	20.17	3.36	26778	565		1.75	9.62
PR-4-04	% Missed Appt. - BA - Dispatch - Hot Cut	Parity with BA Retail	20.17	0.00	26778	9			
PR-4-05	% Missed Appt. - BA - No Dispatch - Hot Cut Loop	Parity with BA Retail	0.12	0.00	97905	58		0.45	0.26
PR-4-05	% Missed Appt. - BA - No Dispatch - Other	Parity with BA Retail	0.12	NA	97905				
PR-4-05	% Missed Appt. - BA - No Dispatch - Platform	Parity with BA Retail	0.12	0.00	97905	15243		0.03	4.26
PR-4-06	% On Time Performance - Hot Cut	95% Completed Within Window		UD					
PR-4-08	% Missed Appt.-Customer Due to Late Order Conf.-Hot Cut Loop	None - Analysis Only		UD					
PR-4-08	% Missed Appt.-Customer Due to Late Order Confirmation-Other	None - Analysis Only		UD					
PR-4-08	% Missed Appt.-Customer Due to Late Order Conf.-Platform	None - Analysis Only		UD					
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment - BA - Facilities	Parity with BA Retail	1.10	0.03	124683	15872		0.08	12.79
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.10	0.00	124683	15872		0.03	3.97
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	124683	15872			
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles reported within 30 Days - Loop	Parity with BA Retail	6.09	2.22	112541	406		1.19	3.25
PR-6-01	% Installation Troubles reported within 30 Days - Other	Parity with BA Retail	6.09	1.14	112541	16467		0.19	25.89
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop	< = 2%		0.32		317			
PR-6-02	% Installation Troubles reported within 7 Days - Loop	Parity with BA Retail	3.36	0.49	112541	406		0.90	3.19
PR-6-02	% Installation Troubles reported within 7 Days - Other	Parity with BA Retail	3.36	0.35	112541	16467		0.14	20.97
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loop	None - Analysis Only	5.87	2.96	112541	406		1.17	2.49
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Other	None - Analysis Only	5.87	1.12	112541	16467		0.19	25.26
POTS & Complex Aggregate									
PR-1 - Average Interval Offered									
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	3.66	4.70	26539	1012	8.36	0.27	-3.88
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	Parity with BA Retail	3.00	NA	4		2.94		
PR-2 - Average Completed Interval									
PR-2-10	Av. Completed Interval - Disconnects - No Dispatch	Parity with BA Retail	3.64	4.70	26477	1011	8.29	0.27	-3.99
PR-2-11	Av. Completed Interval - Disconnects - Dispatch	Parity with BA Retail	3.00	NA	4		2.94		
continued									

continued

**Carrier to Carrier
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**CLEC Aggregate Performance
UNE POTS continued**

Metric #	Complex Services	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			BA	CLEC Aggregate	BA	All CLECs			
PR-1-01	PR-1 - Average Interval Offered	Parity with BA Retail	1.49	3.67	112	12	1.97	0.60	-3.64
PR-1-02	Av. Interval Offered - Total No Dispatch	Parity with BA Retail	5.54	6.76	79	234	2.87	0.37	-3.32
PR-2-01	PR-2 - Average Completed Interval	Parity with BA Retail	1.36	3.58	106	12	1.71	0.52	-4.26
PR-2-02	Av. Interval Completed - Total No Dispatch	Parity with BA Retail	11.44	7.16	70	225	13.18	1.80	2.37
PR-4-02	PR-4 - Missed Appointments	Parity with BA Retail	14.25	NA	72		15.60		
PR-4-03	Average Delay Days - Total	None: Analysis Only	10.55	4.12					
PR-4-04	% Missed Appointment - Customer	Parity with BA Retail	20.76	0.00	342	247		7.39	2.81
PR-4-05	% Missed Appointment - BA - No Dispatch	Parity with BA Retail	0.48	0.00	208	20		1.78	0.27
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation	None: Analysis Only		UD					
PR-6-01	PR-6 - Installation Quality	Parity with BA Retail	6.09	7.26	112541	248		1.52	-0.77
	% Installation Troubles Reported within 30 Days								
POTS - Maintenance									
MR-2-02	MR-2 - Trouble Report Rate	Parity with BA Retail	1.65	0.91	2878562	63020		0.05	14.58
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	1.65	UD	2878562			0.05	
MR-2-03	Network Trouble Report Rate - Loop - Platform	Parity with BA Retail	0.17	0.12	2878562	63020		0.02	2.96
MR-2-04	Network Trouble Report Rate - Central Office	None: Analysis Only	23.69	10.85					
MR-2-05	% Subsequent Reports	None: Analysis Only	1.65	0.87	2878562	63020		0.05	15.29
MR-3-01	MR-3 - Missed Repair Appointments	Parity with BA Retail	11.56	10.10	47551	574		1.38	1.08
MR-3-01	% Missed Repair Appointment - Loop	Parity with BA Retail	11.56	UD	47551				
MR-3-02	% Missed Repair Appointment - Loop - Platform	Parity with BA Retail	5.19	4.00	4813	75		2.66	0.45
MR-3-03	% Missed Repair Appointment - Central Office	None: Analysis Only	3.81	34.33	47528	67		2.35	-13.01
MR-3-03	% CPE/TOX/FOK - Missed Appointment - Loop	None: Analysis Only	3.81	UD	47528				
MR-4-01	MR-4 - Trouble Duration Intervals	Parity with BA Retail	28.03	25.95	52364	649	33.07	1.31	1.60
MR-4-02	Mean Time To Repair - Total	Parity with BA Retail	29.77	27.80	47551	574	33.70	1.42	1.39
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	29.77	UD	47551				
MR-4-03	Mean Time To Repair - Loop Trouble - Platform	Parity with BA Retail	10.93	11.67	4813	75	19.00	2.21	-0.33
MR-4-04	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	64.45	69.34	52364	649		1.92	2.54
MR-4-06	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	82.36	83.94	39223	442		1.85	-0.85
MR-4-07	% Out of Service > 4 Hours	Parity with BA Retail	64.66	64.71	39223	442		2.33	-0.02
MR-4-08	% Out of Service > 12 Hours	Parity with BA Retail	28.82	24.21	39223	442		2.21	2.09
MR-5-01	MR-5 - Repeat Trouble Reports	Parity with BA Retail	25.94	22.50	52364	649		1.76	1.96
	% Repeat Reports within 30 Days								
POTS Complex - Maintenance									
MR-2-02	MR-2 - Trouble Report Rate	Parity with BA Retail	UD	UD					
MR-2-03	Network Trouble Report Rate - Loop	Parity with BA Retail	UD	UD					
MR-2-05	Network Trouble Report Rate - Central Office	None: Analysis Only	UD	UD					
MR-3-01	MR-3 - Missed Repair Appointments	Parity with BA Retail	UD	75.00		40			
MR-3-02	% Missed Repair Appointment - Loop	Parity with BA Retail	UD	0.00		2			
MR-3-02	% Missed Repair Appointment - Central Office								
MR-4-01	MR-4 - Trouble Duration Intervals	Parity with BA Retail	UD	63.13		42			
MR-4-02	Mean Time To Repair - Total	Parity with BA Retail	UD	66.16		40			
MR-4-03	Mean Time To Repair - Loop Trouble	Parity with BA Retail	UD	2.07		2			
MR-4-08	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	UD	66.67		21			
MR-4-08	% Out of Service > 24 Hours								
MR-5-01	MR-5 - Repeat Trouble Reports	Parity with BA Retail	UD	19.05		42			
	% Repeat Reports within 30 Days								
	Legend Notations defined on Legend sheet - last page								

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CLEC Aggregate Performance
UNE POTS

POTS - Provisioning		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score	
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs					
PR-1 - Average Interval Offered											
PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated		5.43		254					
PR-1-01	Av. Interval Offered-Total No Dispatch-Other (UNE Switch&INP)	Parity with BA Retail	1.17	NA	6309		1.92				
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform	Parity with BA Retail	1.17	4.02	6309	674	1.92	0.08		-36.63	
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	3.57	4.13	2235	24	2.82	0.58		-0.97	
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	3.57	6.24	2235	55	2.82	0.38		-6.94	
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	6.61	NA	88		8.05				
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	6.61	NA	88		8.05				
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	7.91	2.00	66	1	6.15	6.20		0.95	
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	7.91	NA	66		6.15				
PR-2 - Average Completed Interval											
PR-2-01	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated		5.58		197					
PR-2-01	Av. Completed Interval-Total No Dispatch-Other(UNE Switch&INP)	Parity with BA Retail	1.12	NA	6150		1.76				
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	Parity with BA Retail	1.12	4.10	6150	668	1.76	0.07		-41.56	
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	4.28	4.32	1969	19	4.35	1.00		-0.04	
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	4.28	7.55	1969	47	4.35	0.64		-5.09	
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	7.93	NA	71		9.72				
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	7.93	NA	71		9.72				
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	9.35	2.00	51	1	9.81	9.91		0.74	
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	9.35	NA	51		9.81				
PR-3 - Completed within 5 Days - Platform & Other (Switch & INP)											
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	63.92	10.98	68293	601		1.99		-26.57	
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	81.53	34.11	68293	601		1.60		-29.55	
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	86.04	62.06	68293	601		1.43		-16.75	
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	17.55	2.13	8904	47		5.71		-2.70	
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	34.89	4.26	8904	47		7.21		-4.25	
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	48.26	25.53	8904	47		7.57		-3.00	
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	91.00	65.59	77197	648		1.13		-22.39	
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	96.75	73.71	68293	601		0.73		-31.65	
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with BA Retail	70.68	29.79	8904	47		6.87		-5.95	
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	95.47	77.01	77197	648		0.82		-22.44	
PR-4 - Missed Appointments											
PR-4-02	Average Delay Days - Total	Parity with BA Retail	5.46	6.58	3758	19	7.37	1.70		-0.66	
PR-4-03	% Missed Appt. - Customer	None - Analysis Only	1.31	1.61							
PR-4-04	% Missed Appt. - BA - Dispatch - Loop New	Parity with BA Retail	17.74	0.00	19544	135		3.36		5.28	
PR-4-04	% Missed Appt. - BA - Dispatch - Platform	Parity with BA Retail	17.74	4.19	19544	334		2.16		6.26	
PR-4-04	% Missed Appt. - BA - Dispatch - Hot Cut	Parity with BA Retail	17.74	0.00	19544	104					
PR-4-05	% Missed Appt. - BA - No Dispatch - Hot Cut Loop	Parity with BA Retail	0.26	0.00	111067	254		0.32		0.81	
PR-4-05	% Missed Appt. - BA - No Dispatch - Other	Parity with BA Retail	0.26	NA	111067						
PR-4-05	% Missed Appt. - BA - No Dispatch - Platform	Parity with BA Retail	0.26	0.04	111067	8184		0.06		3.89	
PR-4-06	% On Time Performance - Hot Cut	95% Completed Within Window	UD								
PR-4-08	% Missed Appt.-Customer Due to Late Order Conf.-Hot Cut Loop	None - Analysis Only	UD								
PR-4-08	% Missed Appt.-Customer Due to Late Order Confirmation-Other	None - Analysis Only	UD								
PR-4-08	% Missed Appt.-Customer Due to Late Order Conf.-Platform	None - Analysis Only	UD								
PR-5 - Facility Missed Orders											
PR-5-01	% Missed Appointment - BA - Facilities	Parity with BA Retail	0.39	0.02	130611	8829		0.07		5.55	
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.05	0.01	130611	8829		0.02		1.68	
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	130611	8829					
PR-6 - Installation Quality											
PR-6-01	% Installation Troubles reported within 30 Days - Loop	Parity with BA Retail	4.46	0.00	120553	1918		0.47		9.39	
PR-6-01	% Installation Troubles reported within 30 Days - Other	Parity with BA Retail	4.46	0.77	120553	8703		0.22		16.41	
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop	< = 2%		0.00		1357					
PR-6-02	% Installation Troubles reported within 7 Days - Loop	Parity with BA Retail	2.62	0.00	120553	1918		0.37		7.14	
PR-6-02	% Installation Troubles reported within 7 Days - Other	Parity with BA Retail	2.62	0.23	120553	8703		0.17		13.78	
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loop	None - Analysis Only	4.03	0.00	120553	1918		0.45		8.92	
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Other	None - Analysis Only	4.03	0.70	120553	8703		0.21		15.57	
POTS & Complex Aggregate											
PR-1 - Average Interval Offered											
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	Parity with BA Retail	2.95	3.31	36180	499	5.28	0.24		-1.51	
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	Parity with BA Retail	1.29	NA	7		1.89				
PR-2 - Average Completed Interval											
PR-2-10	Av. Completed Interval - Disconnects - No Dispatch	Parity with BA Retail	2.92	3.29	36180	499	5.15	0.23		-1.59	
PR-2-11	Av. Completed Interval - Disconnects - Dispatch	Parity with BA Retail	1.29	NA	7		1.89				
continued											

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CLEC Aggregate Performance
UNE POTS continued

Complex Services			Actual Performance		Number of Observations				
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered									
PR-1-01	Av. Interval Offered - Total No Dispatch	Parity with BA Retail	1.46	4.00	65	1	1.62	1.63	-1.56
PR-1-02	Av. Interval Offered - Total Dispatch	Parity with BA Retail	6.23	7.23	39	13	3.46	1.11	-0.90
PR-2 - Average Completed Interval									
PR-2-01	Av. Interval Completed - Total No Dispatch	Parity with BA Retail	1.47	4.00	62	1	1.64	1.65	-1.53
PR-2-02	Av. Interval Completed - Total Dispatch	Parity with BA Retail	9.98	6.92	40	13	11.55	3.69	0.83
PR-4 - Missed Appointments									
PR-4-02	Average Delay Days - Total	Parity with BA Retail	15.83	NA	24		16.72		
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	6.37	5.26					
PR-4-04	% Missed Appointment - BA - Dispatch	Parity with BA Retail	13.77	0.00	167	18		15.23	0.90
PR-4-05	% Missed Appointment - BA - No Dispatch	Parity with BA Retail	1.19	0.00	84	1		12.24	0.10
PR-4-08	% Missed Appt. - Customer - Due to Late Order Confirmation	None: Analysis Only		UD					
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles Reported within 30 Days	Parity with BA Retail	4.46	0.00	120553	18		4.87	0.92
POTS - Maintenance									
MR-2 - Trouble Report Rate									
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	1.26	0.53	2702485	55055		0.05	15.24
MR-2-02	Network Trouble Report Rate - Loop - Platform	Parity with BA Retail	0.26	UD	2702485			0.05	
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	1.11	0.09	2702485	55055		0.01	1.57
MR-2-04	% Subsequent Reports	I/C/W MRAs	18.55	6.34					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.13	0.44	2702485	55055		0.05	15.25
MR-3 - Missed Repair Appointments									
MR-3-01	% Missed Repair Appointment - Loop	Parity with BA Retail	9.06	14.33	33949	293		1.70	-3.10
MR-3-01	% Missed Repair Appointment - Loop - Platform	Parity with BA Retail	9.06	UD	33949				
MR-3-02	% Missed Repair Appointment - Central Office	Parity with BA Retail	6.45	4.26	2899	47		3.79	0.58
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Loop	None: Analysis Only	3.37	32.91	30570	79		2.04	-14.47
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Platform	None: Analysis Only	3.37	UD	30570				
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	25.13	20.55	36848	340	31.88	1.74	2.64
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	26.27	22.40	33949	293	32.58	1.91	2.02
MR-4-02	Mean Time To Repair - Loop Trouble - Platform	Parity with BA Retail	26.27	UD	33949		32.58		
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	11.75	9.12	2899	47	17.28	2.54	1.04
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	67.89	70.59	36848	340		2.59	1.04
MR-4-06	% Out of Service > 4 Hours	Parity with BA Retail	83.83	83.33	27514	186		2.75	0.18
MR-4-07	% Out of Service > 12 Hours	Parity with BA Retail	64.14	70.97	27514	186		3.60	-1.90
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	24.98	26.88	27514	186		3.24	-0.59
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	22.70	14.12	36848	340		2.32	3.70
POTS Complex - Maintenance									
MR-2 - Trouble Report Rate									
MR-2-02	Network Trouble Report Rate - Loop	Parity with BA Retail	UD	UD					
MR-2-03	Network Trouble Report Rate - Central Office	Parity with BA Retail	UD	UD					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	UD	UD					
MR-3 - Missed Repair Appointments									
MR-3-01	% Missed Repair Appointment - Loop	Parity with BA Retail	UD	100.00		1			
MR-3-02	% Missed Repair Appointment - Central Office	Parity with BA Retail	UD	NA					
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair - Total	Parity with BA Retail	UD	24.15		1			
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with BA Retail	UD	24.15		1			
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	UD	NA					
MR-4-08	% Out of Service > 24 Hours	Parity with BA Retail	UD	100.00		1			
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with BA Retail	UD	0.00		1			
Legend Notations defined on Legend sheet - last page									

Carrier to Carrier
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CLEC Aggregate Performance
TRUNKS

ORDERING		Aggregate Interconnection								
Metric #		Standard	Actual Performance		Number of Observations					
OR-1-11	OR-1 - Order Confirmation Timeliness Av. FOC Time (<= 192 Forecasted Trunks) Av. FOC Time (> 192 and Unforecasted Trunks) % On Time FOC (<= 192 Forecasted Trunks) % On Time FOC (> 192 and Unforecasted Trunks) % On Time Design Layout Record (DLR)	95% on time: 10 Business Days Negotiated Process 95% on time: 10 Business Days	5.50							
OR-1-11			2.00							
OR-1-12			100.00					2		
OR-1-12								1		
OR-1-13			99.43					174		
OR-2-11	OR-2 - Reject Timeliness Average Trunk ASR Reject Time % On Time Trunk ASR Reject	95% on time: 10 Business Days	NA							
OR-2-12			NA							
PROVISIONING										
			Actual Performance		Number of Observations					
			BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Z-Score		
PR-1-09	PR-1 - Average Interval Offered Av. Interval Offered - Total (<= 192 Forecasted Trunks) Av. Interval Offered - Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD	32.86	17.00	14	2	22.59	17.08	0.93	
PR-1-09			32.86	22.00	14	1	22.59	23.39	0.46	
PR-2-09	PR-2 - Average Interval Completed Average Interval Completed - Total	Parity with IXC / FGD	32.14	18.67	14	3	22.39	14.25	0.95	
PR-4-01	PR-4 - Missed Appointment % Missed Appointment - Bell Atlantic - Total Average Delay Days - Total % Missed Appointment - Customer % On Time Performance - LNP Only	Parity with IXC / FGD Parity with IXC / FGD None: Analysis Only 95% on Time	1.74	1.16	13811	19110		0.11	5.42	
PR-4-02			11.71	8.42	7	12	5.98	2.80	1.18	
PR-4-03			18.96	37.27						
PR-4-07				99.40		2827				
PR-5-01	PR-5 - Facility Missed Orders % Missed Appointment - Bell Atlantic - Facilities % Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD	0.70	0.37	13811	6971		0.10	3.15	
PR-5-02			UD	UD						
PR-5-03			UD	UD						
PR-6-01	PR-6 - Installation Quality % Installation Troubles reported within 30 Days % Inst. Troubles reported within 30 Days - FOK/TOK/CPE	Parity with IXC / FGD None: Analysis Only	0.01	0.10	13811	6971		0.01	-7.47	
PR-6-03			UD	UD						
MAINTENANCE										
MR-2-01	MR-2 - Trouble Report Rate Network Trouble Report Rate	Parity with IXC / FGD	0.01	0.02	419053	369196		0.00	-11.49	
MR-4-01	MR-4 - Trouble Duration Intervals Mean Time To Repair - Total % Cleared (all troubles) within 24 Hours % Out of Service > 2 Hours % Out of Service > 4 Hours % Out of Service > 12 Hours % Out of Service > 24 Hours	Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD	2.18	1.67	26	78	2.15	0.49	1.06	
MR-4-04			100.00	100.00	26	78				
MR-4-05			38.46	32.05	26	78		96.54	0.07	
MR-4-06			15.38	15.38	26	78		54.15	0.00	
MR-4-07			0.00	0.00	26	78				
MR-4-08			0.00	0.00	26	78				
MR-5-01	MR-5 - Repeat Trouble Report Rates % Repeat Reports within 30 Days	Parity with IXC / FGD	15.38	26.92	26	78		54.15	-0.21	
NETWORK PERFORMANCE										
NP-1-01	NP-1 - Percent Final Trunk Group Blockage % Final Trunk Groups Exceeding Blocking Standard % FTG Exceeding Blocking Std. - (No Exceptions) Number FTG Exceeding Blocking Std. - 2 Months Number FTG Exceeding Blocking Std. - 3 Months	Parity with IXC / FGD Parity with IXC / FGD See Guidelines See Guidelines	2.53	1.65	395	182		1.79	0.49	
NP-1-02			2.53	2.75	395	182		1.79	-0.12	
NP-1-03				NONE		182				
NP-1-04				NONE		182				
NP-2-01	NP-2 - Collocation Performance % On Time Response to Request for Physical Collocation % On Time Response to Request for Virtual Collocation Average Interval - Physical Collocation Average Interval - Virtual Collocation % On Time - Physical Collocation % On Time - Virtual Collocation Average Delay Days - Physical Collocation Average Delay Days - Virtual Collocation	8 Days 14 Days 76 Days 105 Days 95% on time 95% on time See Guidelines See Guidelines	100			138				
NP-2-02			100			2				
NP-2-03			76.6							
NP-2-04			104.0							
NP-2-05			96			168				
NP-2-06			100			2				
NP-2-07			24.7			7				
NP-2-08			NA							
Legend Notations defined on Legend sheet - last page										

Carrier to Carrier
Performance Standards and Reports
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LEGEND

UD = Performance metric is under development
NA = No Activity
TBD = Performance standard is to be determined
I/C/W MRAs = Parity to be assessed in conjunction with missed appointments
1-9=5, 10+=Negotiated = 1-9 Loops, 5 days
10+ Loops, Negotiated

95% Completed Within Window = Standard for Cut-Over Window
1 to 9 lines: 1 hour
10 to 49 lines: 2 hours
50 to 99 lines: 3 hours
100 to 199 lines: 4 hours
200 plus lines: 8 hours

EEL = 1-9 Loops, 15 days
10+, Negotiated
No Facilities, ECCD+15 Days
Disconnects, 2 Days

IOF = Facilities Check, 72 Hours
Facilities Available (Quantity 1-8), 15 Days
Facilities Available (Quantity > 8), Negotiated
Facilities not available, Negotiated

Jeopardy = 100% at least 24 hours before due date with facilities
100% at least 48 hours before due date without facilities

Carrier to Carrier - Addendum

Bell Atlantic - New York State

UNE POTS - Provisioning

Metric #

August 1999

PR-6-02

% Installation Troubles reported within 7 Days - Hot Cut Loop

Standard

< = 2%

CLEC Aggregate

Performance

Observations

0.55

7403

Metric #

September 1999

PR-4-06

% On Time Performance - Hot Cut

Standard

95% Completed Within Window

CLEC Aggregate

Performance

Observations

93.98

2493

PR-6-02

% Installation Troubles reported within 7 Days - Hot Cut Loop

< = 2%

0.25

8850

Carrier to Carrier
Performance Standards and Reports
Bell Atlantic - New York
CLEC Aggregate Performance
UNE COMPLEX SERVICES
Supplemental Data

Metric #	Oct-99	Performance		Volume	
		BA	CLEC	BA	CLEC
Ordering Performance					
2 Wire Digital Loops					
OR-1-03 & 05	Average Order Confirmation Response Time		29.00		100
OR-1-04 & 06	% Orders Confirmed On Time		88.00		100
OR-2-03 & 05	Average Reject Response Time		21.21		15
OR-2-04 & 06	% Reject on Time		93.33		15
ADSL Loops					
OR-1-03 & 05	Average Order Confirmation Response Time		62.58		515
OR-1-04 & 06	% Orders Confirmed On Time		54.95		515
OR-2-03 & 05	Average Reject Response Time		21.10		65
OR-2-04 & 06	% Reject on Time		90.76		65
Provisioning Performance					
2 Wire Digital Loops					
PR-2-01 & 02	Average Interval Completed (Disp. & No Disp.)		12.17		151
PR-4-04 & 05	% Missed Appointment - BA (Disp. & No Disp.)		2.69%		223
PR-6-01	% Installation Troubles within 30 Days		11.49%		235
ADSL Loops					
PR-2-01 & 02	Average Interval Completed (Disp. & No Disp.)	6.87	8.81	1140	774
PR-4-04 & 05	% Missed Appointment - BA (Disp. & No Disp.)	2.14%	9.23%	1353	910
PR-6-01	% Installation Troubles within 30 Days		4.43%		926

NOTE: WFA used for ADSL Missed Appt. and Interval Data.

October 1999

UNE - Loop

NEW YORK	Product	Numerator	Denominator
UNE % Flow Through (no-combo)	16.25	2261	13907
UNE % Flow Through Simple	18.21	2261	12414
UNE % Flow Through Complex	0.00	0	1493
UNE % Flow Through (combo)	NA	NA	NA
UNE % Reject (no-combo)	15.57	2095	13450
UNE % Reject Simple	13.94	1721	12339
UNE % Reject Complex	33.66	374	1111
UNE % Reject (combo)	NA	NA	NA
UNE Completion Notification - Average Response Time	0.0000	12089	12828
UNE Completion Notification - % On Time	99.98	12826	12828
UNE Submission per Order Ratio	1.20	16110	13450
UNE POTS SERVICES:			
Mechanized Orders:			
Average Order Confirmation Response Time	2.13	289213	2261
% Order Confirmation within 2 Hrs	99.02	2239	2261
Average Reject Response Time	0.15	8385	912
% Reject within 2 Hrs	97.14	886	912
Electronically Received Non-Mechanized Orders < 10 Lines			
Average Order Confirmation Response Time	19.81	11871751	9983
% Orders Confirmed within 24 Hrs	79.07	7894	9983
Average Reject Response Time	25.76	1106901	716
% Reject within 24 Hrs	63.40	454	716
Electronically Received Non-Mechanized Orders ≥ 10 Lines			
Average Order Confirmation Response Time	51.84	528850	170
% Orders Confirmed within 72 Hrs	83.52	142	170
Average Reject Response Time	33.13	184871	93
% Reject within 72 Hrs	86.02	80	93

October 1999

UNE - Platform

NEW YORK	Product	Numerator	Denominator
UNE % Flow Through (no-combo)	69.51	46353	66681
UNE % Flow Through Simple	69.51	46353	66681
UNE % Flow Through Complex	0.00	0	0
UNE % Flow Through (combo)	NA	NA	NA
UNE % Reject (no-combo)	10.77	7382	68483
UNE % Reject Simple	10.77	7382	68483
UNE % Reject Complex	0.00	0	0
UNE % Reject (combo)	NA	NA	NA
UNE Completion Notification - Average Response Time	0.0000	2499	66278
UNE Completion Notification - % On Time	100.00	66278	66278
UNE Submission per Order Ratio	1.08	73883	68483
UNE POTS SERVICES:			
Mechanized Orders:			
Average Order Confirmation Response Time	0.35	985801	46353
% Order Confirmation within 2 Hrs	93.23	43215	46353
Average Reject Response Time	0.41	88811	3575
% Reject within 2 Hrs	88.72	3172	3575
Electronically Received Non-Mechanized Orders < 10 Lines			
Average Order Confirmation Response Time	14.96	18237042	20308
% Orders Confirmed within 24 Hrs	92.79	18844	20308
Average Reject Response Time	12.23	2786870	3797
% Reject within 24 Hrs	95.31	3619	3797
Electronically Received Non-Mechanized Orders ≥ 10 Lines			
Average Order Confirmation Response Time	17.68	21222	20
% Orders Confirmed within 72 Hrs	100.00	20	20
Average Reject Response Time	4.39	2639	10
% Reject within 72 Hrs	100.00	10	10